



Trinity Homeless Projects
Redford House
Redford Way
Uxbridge UB8 1SZ
☎ 0208 797 9500
✉ info@wearetrinity.org.uk

#itCOULDBEME

Hi

Thanks for asking about our role of Resident Coach.

We are a dynamic and professional group of people working to create a fairer society through helping to improve the lives of people suffering homelessness and preventing people from becoming homeless and we're always looking forward to welcoming new, like-minded, people into our team.

In this role you will work as a key member of the Rent Management Team to provide a range of excellent customer service to residents, colleagues and external parties, with primary responsibility for the collection and prevention of debt.

This is an important time for us as we meet the many challenges in the sector and in the whole of society and we are always looking for ways to stay ahead of the field and to achieve more for the people that rely on our services.

To find out more about our work, go to www.wearetrinity.org.uk

If you want an exciting challenge with an aspiring organisation then please write to us and tell us about yourself and why you want to work with us and please include your current CV. Email to sue@wearetrinity.org.uk

I look forward to hearing from you.

Best wishes,

Steve Hedley
Chief Executive

Why work for us?

Trinity is all about creating a fairer society through ending homelessness.

Homelessness in Britain is the result of treating housing as a commodity rather than a human right. It is rooted in privilege, wealth and power and policies that are inconsistent with human rights – neglecting or failing to respond adequately to the needs of the most disadvantaged in response to crises or economic developments. The response should be clear: we must commit to ending homelessness. This would, in fact, be in line with the global target to ensure adequate housing for all by 2030, which was committed to in the UN's sustainable development goals.

Why work for us...? Because we believe deeply in justice and we are a community of committed people who want to make our lives count in leaving a legacy that makes the world a better place. We have deeply held values and ethics and a high degree of self-directed performance. We have a positive coaching culture and we are solution focussed. There is a genuine and deeply felt commitment to continuous improvement and an aspirational approach to the future and we will not stop until everyone has a home...or at least a bed for the night.

Other reasons:

Great people

We currently have a team of 40+ gifted, friendly, funny people and in this year's staff survey half of them scored Trinity 9/10 as a place to work!

Flexible working

Some roles dictate that you've got to be somewhere at a certain time. Outside of this we value autonomy and work-life balance and we trust our people to manage their own time.

Above average local pay

Pension

Good annual leave

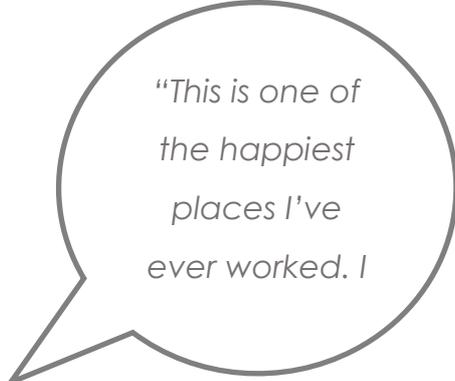
Maternity and paternity leave

We look after you when you're sick or need time off

Self-directed learning

A day off for your birthday

And an all-expenses paid holiday (Okay... no free holiday)



"This is one of the happiest places I've ever worked. I

What we do

Trinity Homeless Projects (Trinity) is a registered Charity working in West London and Slough to end homelessness.

Hillingdon is one of London's largest Boroughs and we are the largest provider of Supported Accommodation in the Borough. We currently have 44 properties housing over 200 people.

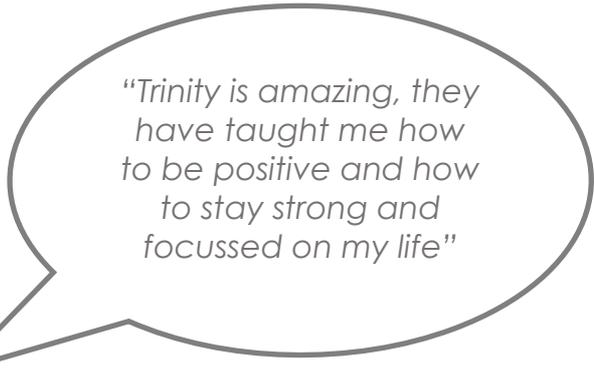
We employ full-time trained Coaches who offer between one and four hours coaching per resident per week depending on need and risk. Resident's needs and risks are reviewed by the Team every week. Coaches are trained NLP Master Practitioners and receive monthly individual and team coaching. We map our progress through a Strengths Chart that focuses on assets not deficits and this year our ex-resident survey showed that 86% of people that move on from our Supported Housing are still securely housed after 12 months, making Trinity a long-term solution to homelessness.

We have two large furniture recycling stores that deliver employment training and saves over 2,300 tons of CO2 every year and we provide training and education to over 150 businesses, schools and colleges in an effort to prevent homelessness and rough sleeping.

We run a Reconnection Service for people sleeping rough at Heathrow and our Day Service (SHOC) in Slough work with about 100 people every week.

We lease properties from the Private Rented Sector and create licensed HMOs. Private landlords like our offer; we pay market rates, provide 24 hour call out and we're good neighbours. We charge between £200 and £260 per week Enhanced Housing Benefit which is comparable with other providers but our rents are unaffordable once someone secures a job and we are at risk of constant Welfare Reform and it is essential that we create a supply of affordable housing, at LHA rate.

We have a strategy with mapped pathways that can provide a local system where no one need to suffer homelessness again.



"Trinity is amazing, they have taught me how to be positive and how to stay strong and focussed on my life"

Our Theory of Change

Everyone has the right to a home...or at least a bed for the night

Increasing Life Expectancy
Preventing Homelessness
Ending Rough Sleeping



Life expectation in the UK currently stands at 80 years. If you are sleeping rough that almost halves to 43 years. Where we work the average time someone will have to sleep rough is 1.3 years and an analysis of the services currently being provided shows that the vast majority are designed to maintain people living on the streets rather than accessing housing.

We believe everyone has the right to a home or at least a bed for the night.

Our approach is to create a supply chain of services that ensures everyone where we work has access to a room and within as short amount a time as possible a home.



Rent & Tenancy Administrator

"If you have come here to 'help' me, you are wasting your time. But if your struggle for liberation is bound up with mine, then maybe we can work together."

Lilla Watson 1985

The purpose of the Rent & Tenancy Administrator

The purpose of the Rent & Tenancy Administrator is to work as a key member of the Rent Team to provide a range of excellent customer service to residents, colleagues and external parties, with a primary responsibility for the collection and prevention of debt. The key objectives are: to deliver a high quality of rent collection, arrears recovery service and tenancy administration in full accordance with Trinity's policies and procedures. To provide an accurate, sensitive and responsive rent account enquiry and information service. To assist in ensuring that income is maximised and rent arrears and other charges are kept to a minimum.

Key responsibilities and accountabilities of the Rent & Tenancy Administrator

- Ensure that accounts are properly set up, maintained and accurately charged, making adjustments where necessary.
- Carry out a range of tasks in connection with new tenancies and licenses and claims for Housing benefit and update the relevant system and ensure it is maintained.
- Administrate and manage tenancy sign ups; liaising with new and existing residents.
- Ensure that new resident details are entered correctly. Deal appropriately with any validation

or verification issues, which arise. Investigate cases of outstanding housing benefit and take appropriate action.

- Provide residents and coaches with accurate and appropriate advice and information about amounts payable and the range of payment options available to them.
- Provide a responsive and efficient telephone enquiry service to residents, colleagues and external partners.
- Give advice, information and assistance to help residents claim their full entitlement to Housing Benefit.
- Ensure that contact is made by the most appropriate means, and that each contact represents the best way of achieving the right outcome.
- Ensure all records are clear, accurate and concise.
- To maintain and update IT systems, ensuring that all cases have the appropriate level of activity and clear audit trails are documented.
- Suggest and action legal action where appropriate, in conjunction with other Trinity staff, within set timescales and according to established procedure.
- Provide relevant information and assist in the progressing and conclusion of legal action as required.
- To provide performance information and other statistical data as required including working with our finance team to provide rent reconciliation information.
- To prepare reports and attend meetings as required.
- To work with and provide support to other members of Trinity to actively manage arrears on a portfolio of both current and former accounts.
- To monitor account credits and recommend refunds as appropriate. Create, establish and uphold good links with HB department and advice agencies to maximise rental income.

Essential requirements

Experience of providing customer focused service and working as part of a team and on own initiative. Experience of working within set procedural guidelines. Good knowledge of procedures relating to the recovery of outstanding debt. Good knowledge of welfare benefits especially housing benefit. Good written and communication skills. Good numerical ability. The ability to use a range of IT systems including specialist packages. Ability to liaise with our residents in an empathetic, understanding and professional manner. Able to represent Trinity at meetings externally.

Are you the right person?

Naturally, the success of our approach depends on having the highest quality staff with the right personal qualities to be the difference that makes the difference in our resident's lives.

A lot of organisations say this, but we live it, above all you must be solution focused and have a real desire to work on behalf of people suffering the effects of homelessness and social exclusion

As you can probably tell, we put great store in this role. Thanks for taking to time to absorb all this and if this is for you, I really look forward to hearing from you.

My very warmest regards,

Steve Hedley
Chief Executive

Terms and Conditions

Salary

Full-time salary is £21,000 to £25,000 p.a. for a 40 hour week depending on experience. We pay people on the last day of each month. Pay may be reviewed each year in April.

Hours

8.30am – 5.00pm

Leave

25 days annual leave

Pension

4% pension contribution

Performance

We monitor how people perform through job coaching every month and through annual appraisals. We work to agreed objectives and assess achievement against these objectives and the competencies for the role.

Probation

There is a six month probation period for new starters.

References

We only appoint someone if we are happy with their references, covering things such as character, employment, health and eligibility to work in the UK.

Smoking policy

People are not allowed to smoke in any of our properties and whilst engaged in work. Smoking breaks can only be taken in someone's own time.

Location

Uxbridge. London Borough of Hillingdon.

This is an outline of our current terms and conditions and is subject to annual review and amendment, by consultation.