



## Brent Hubs Advisor

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                        |                                |     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------|-----|
| <b>Reports to:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Brent Hubs Coordinator |                                |     |
| <b>Department:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Resident Experience    | <b>Grade:</b>                  | SO1 |
| <b>DBS Status:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Standard DBS           | <b>Politically restricted:</b> | No  |
| <b>Job Purpose:</b> <ol style="list-style-type: none"><li>1. To provide tailored support to meet the needs of vulnerable people accessing the Brent Community Hubs (known as Brent Hubs), providing a holistic approach and connecting them with more in-depth advice and support from Hub Partners or other external agencies as required.</li><li>2. To deliver a range of advice and support to local residents accessing the Community Hubs, incorporating Housing, Council Tax, Benefits, Financial Inclusion, Employment &amp; Skills expertise and advice.</li><li>3. Raising Community aspirations and empowering residents towards having better outcomes in their lives.</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                        |                                |     |
| <b>Values</b><br>Collaborate proactively.<br>Lead inclusively.<br>Embrace change.<br>Be bold and curious.<br>Celebrate and share our success.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                        |                                |     |
| <b>Overall Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |                                |     |
| <b>Job specific roles and responsibilities</b> <ol style="list-style-type: none"><li>1. Act as main point of contact for the Hub, responding to general queries from Hub users, delivery partners and Hub volunteers as they arise.</li><li>2. Provide a professional and efficient service, offering a range of information, advice and guidance to Hub users incorporating, but not limited to, Housing, Council Tax, Benefits, Financial Inclusion, Employment &amp; Skills expertise and advice.</li><li>3. To work flexibly across all Hub locations, including outreach sites, and provide support at any location where the Brent Community Hubs service is delivered.</li><li>4. Develop and maintain a detailed knowledge of core areas of information, advice and guidance as listed above and other relevant frontline services, including an understanding of the Council's statutory duties and current procedures and policies.</li><li>5. Develop and maintain an understanding of the breadth of support offered by partners operating in the Hub.</li><li>6. Deliver effective triage, establishing the nature of enquiries at first point of contact and supporting Hub users in accessing the appropriate support and advice within the Hub.</li><li>7. Work with a team of Hub volunteers to assist Hub users with digital self-serve, encouraging individuals to build their digital skills and confidence to access online facilities.</li><li>8. Deliver tailored and holistic support to assist vulnerable people who may not find it easy to access help through mainstream services or online facilities, identifying the need for additional support and assisting them in connecting with the help required in</li></ol> |                        |                                |     |

the Hub or arranging referrals to appropriate agencies / providers (i.e. Citizen Advice, Law Centre, and JCP).

9. Actively promote employment, income maximisation, and welfare reform mitigation, by promoting skills uptake and access to pathways providing employment opportunities.
10. Accurately update systems, provide case management and take responsibility for maintaining accurate records.
11. Maintain up-to-date knowledge of legislation and procedures for core areas of advice, attending briefings and training as required.
12. Identify any potential fraudulent applications and refer these to the DWP's Single Fraud Investigation Team or the Council's Audit & Investigation Service as appropriate.
13. Represent the Hub at meetings.
14. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself, your colleagues, volunteers and delivery partners working in the Hub, and Hub users, and to comply with the policies and procedures relating to health and safety within the Hub.
15. Work with the Hub Coordinator to ensure that Health and Safety procedures are adhered to, ensuring any hazards, incidents or damage are reported, liaising with the Library and / or Facilities Manager as required.
16. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
17. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
18. Undertake any other duties commensurate with the general level of responsibility of this post.
19. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
20. Support effective working relationships and act as an ambassador and advocate with external organisations
21. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
22. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
23. Undertake any other duties commensurate with the general level of responsibility of this post.

## **Essential Requirements (key skills & qualifications)**

### **Knowledge and Qualifications**

- Working knowledge of Housing, Council Tax, Benefits, Financial Inclusion, Employment & Skills
- Broad knowledge of related legislation for areas of general advice and guidance.

### **Experience**

- Significant experience of providing a customer-focused service in a demanding public environment.
- Experience of working on complex casework, including areas requiring the application of discretion or judgement.

- Experience of working with Voluntary, Community, and Social Enterprise organisations.

## **Skills and Abilities**

- Ability to understand the needs of customers, and a diverse community, and a commitment to securing the best possible outcomes for them.
- Excellent interpersonal, verbal and written communication skills.
- Ability to work effectively with minimal supervision.
- Ability to manage and respond to demand for advice and information on a range of services including Housing, Council Tax, Benefits, Financial Inclusion and Employment & Skills.
- Good problem-solving skills and ability to make sound judgements and decisions under pressure.
- Ability to deal with and resolve complex customer enquiries, requests, complaints or transactions and resilience to deal with high volumes of customer contact.
- Ability to effectively interpret a range of different legislation and procedures and clearly explain the information to customers.
- Well organised, systematic and calm in approach, and able to work flexibly and effectively as part of a multi-disciplinary team.
- Ability to effectively use a range of IT systems and applications.
- Good numeracy skills.
- Ability to take responsibility for own workload and decisions, work on own initiative and consistently meet deadlines.
- Ability to work effectively as an individual and a member of a team by co-operating and supporting colleagues, volunteers and partners in the hub.
- Ability to deal sympathetically with distressed, agitated, confused or irate hub users

**Budget Responsibility N/A**

**Overall Headcount N/A**

*Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs*