

Job Profile Information: Mutual Exchange Adviser

This supplementary information for Mutual Exchange Adviser is for Job Level 3 Zone 1

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To maximise the number of social housing tenants in Camden able to move home through mutual exchange

Example outcomes or objectives that this role will deliver:

- Provide timely, comprehensive supportive and customer focused casework service to tenants looking to move via mutual exchange
- Maximise publicity and promotion of the option of mutual exchange both generally with Camden social housing tenants and in targeted ways with individual tenants
- Make the end to end system of mutual exchange as user friendly and successful as possible
- Completion to a high standards within set timescales of administration required for the effective and efficient running of the mutual exchange system
- Make tenants options funds payment on time, when applicable and check that best value is achieved for the council
- Ensure the needs of vulnerable children and adults accessing the service are met through the identification and addressing of support and care needs
- Identify and address equalities needs of customers
- Ensure the council resources are protected and only allocated to those in genuine need by detecting and preventing fraud

People Management Responsibilities:

N/A

Relationships:

- Ability to work proactively and collaboratively with colleagues within and beyond the team to ensure that the service is experienced by the customer is optimal from end to end
- Strive to achieve objectives and follow instructions set by managers

- Routinely put forward ideas for service improvement and implement where possible
- Ability to be the main liaison point between Camden's chosen mutual exchange provider and the Council

Work Environment:

- The role will be based at 5 Pancras Square
- The role will involve high volumes of visits to social housing tenants
- The role will involve attendance at events where mutual exchange is promoted
- Home working will be available in agreement with your manager

Technical Knowledge and Experience:

- No formal qualifications are required but a high standard of general education attainment is beneficial
- At least one year/s experience of helping people with housing issues
- Working knowledge and experience of the process of mutual exchange will be advantageous

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility