

## **Job Profile Information: Mutual Exchange Adviser**

This supplementary information for Mutual Exchange Adviser is for guidance 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

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

For further information on the Camden Way please select the attached [HERE](#)