

## **KICKSTART ROLE**

### **Resident Involvement Support Officer RISO (LBO)**

**Location:** Haywards Heath, RH16 3TN

**Closing date:** June

#### **Placement summary:**

- To assist the Resident Involvement Team at Clarion Housing to consult with residents
- Assistance organising and note taking for meetings
- Organisational assistance with resident conferences and partnership days
- Talking with residents on the phone
- Assistance with survey administration
- Data Collection and updating databases
- Pulling together the quarterly resident snapshot with articles provided by the team
- General administration as required

#### **Essential skills, experience and qualifications:**

The candidate should have an excellent command of English and have experience of using MS Word. They should be confident in talking to members of the public via telephone. Must be confident enough to use video conferencing (training will be provided) should be confident in using a computer. It would be advantageous to have experience using MS Outlook Clean license and car driver an advantage.

***In order to apply for a Kickstart Scheme vacancy you need to be currently in receipt of Universal Credit payments, be between the ages of 16 – 24 years old and fulfil the suitability and eligibility criteria which will be assessed by your Universal Credit Work Coach.***

***Please contact your Work Coach via your Universal Credit Journal, stating:***

- *The full name of the Employer – Clarion Housing Group*



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- *The Kickstart vacancy that you are interested in*
- *The postcode where the vacancy is based*

***Your Work Coach will then contact you to confirm whether you fulfil the suitability & eligibility criteria, and discuss next steps.***