



## **KICKSTART ROLE**

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

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

**Closing date:** October

#### **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.



**CLARION**  
HOUSING GROUP

***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***
- *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.***