

KICKSTART ROLE

Tenancy Sustainment Assistant South London (SB)

Location: Interchange, Station Rd, Croydon CR0 2RD

Closing date: November

Placement summary:

- Assist with any admin related work – so we can evidence the work we do with residents
- Work on projects that support the overall aim of the service – to prevent evictions and support Clarion’s most vulnerable residents
- Plan, organise and undertake research as required
- Take part in training as required to gain knowledge and skills in housing and the work sustainment do with vulnerable residents
- Carry out customer satisfaction surveys, record and report on findings from the survey
- Ensure compliance with the organisation’s equality and diversity policy and relevant legislation
- Ensure compliance with and promotion of the organisation’s health and safety policy
- Work to ensure all safeguarding policies and procedures are promoted and adhered to

Essential skills, experience and qualifications:

- Understands and demonstrates a strong customer focus consistent with the Clarion Way Values
- Positive attitude to learning and development
- Ability to create solutions from challenges
- Excellent communication skills
- Evidence of skills in using a range of IT systems



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 and eligibility criteria, and discuss next steps.