



Hexagon

**Money Support Adviser  
(maternity cover – up to 1 year)  
Recruitment Pack**

**August 2026**



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# Welcome letter

August 2026

Dear Candidate

## **Money Support Adviser (maternity cover)**

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format please contact us on the details below.

As a provider of high quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by Monday 31<sup>st</sup> August.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

**Hexagon Human Resources**

**Tel:** 0208 768 7941

**Email:** [recruitment@hexagon.org.uk](mailto:recruitment@hexagon.org.uk)

**Web:** [www.hexagon.org.uk/careers](http://www.hexagon.org.uk/careers)

## About Us

Hexagon Housing Association owns and manages approximately 4200 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work organisation with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

**Our values are designed to enable us to:-**

Put our **C**ustomers at the heart of what we do

**A**ppreciate difference

Be **R**esponsible (and accountable)

**E**mpower our people



# The Team

## About the Money Support Adviser Post

This is an exciting opportunity to join our high achieving team focused on supporting residents to sustain their tenancies through improving their financial wellbeing and maximising their income.

Financial hardship remains the most significant driver of tenancy breakdown across the social housing sector. The increased Cost-of-Living and UC Migration have had a significant impact on many Hexagon households.

We have recently launched a 3-year Tenancy Sustainment Strategy and our team are working to achieve the 5 following strategy objectives:

1. Prevent avoidable tenancy failure through early identification, risk prediction and proactive support.
2. Provide personalised tenancy sustainment support to vulnerable residents who are at risk of losing their tenancy.
3. Provide crisis intervention as part of a tailored package of support.
4. Improve internal and external partnership coordination to support income maximisation and address complex and multiple disadvantage.
5. Ensure residents' voices shape service design.

Our tenancy sustainment support is integral to our “customers at the heart” approach, working closely with the Customer Accounts Team to ensure a balance of revenue maximisation and tenancy sustainment.

We aim to play a positive and proactive role in ensuring residents are informed, able to manage their finances, access the tools and services required to manage their day to day and long-term financial circumstances so they can pay their rent.

# Job Description

**Job title: Money Support Adviser**

**Responsible to: Community Investment Team Leader**

**Purpose:** To provide personalised, high-quality support to new tenants and the most vulnerable residents in arrears and at risk of eviction to ensure that necessary steps and actions are undertaken to help secure tenancy sustainment and protect Hexagons revenue income stream.

To work with residents to become more financially resilient and maximise income by providing information, practical support, coaching and guidance.

To work with the team and colleagues across departments to achieve Hexagon's tenancy sustainment strategy objectives.

**Principle Accountabilities:**

**121 support**

Working in close partnership with the Customer Accounts Team to support residents to budget and maximise their income through the take up of appropriate benefits, and to provide guidance in welfare reform changes and managing on a reduced income.

Provide one to one support for residents with complex financial and other support needs through the provision of excellent financial guidance, assistance and advocacy. This includes accessing welfare benefits, grants, discretionary funds, income maximisation, budget management.

Promote the financial capabilities of residents in relation to managing their money, paying their rent, their understanding of rights and obligations relating to the Benefits system, and use of financial products.

Complete all required forms i.e. tenancy sustainment support plans and case notes to a high standard within agreed timescales.

**Universal Credit Support**

Work collaboratively with the Customer Accounts Team to identify and offer support and guidance to new UC claimants.

Effectively manage a caseload of UC claimants, providing timely and comprehensive guidance to ensure claims are managed successfully and that arrears are minimised, through face-to-face contact in the office, in customers' homes, over video call or over the phone

### **New Tenancy Support**

Undertake affordability (income and expenditure) assessments on applicants that are offered a home with Hexagon.

Provide personalised support to help new tenants successfully start their tenancy including budgeting, income maximisation, grants, food/energy vouchers, utilities, MyHexagon and council tax accounts set up, home contents insurance information. Also, challenge perceptions about essential and non-essential financial obligations that could enable long term tenancy sustainment and changed behaviour around income management.

### **Income maximisation**

Support residents to maximise their income through the provision of information and guidance in accessing support including grants and better off calculators.

Assist residents in applying for benefits to which they are entitled, including completing applications on their behalf.

Raise awareness of the different online tools, community supermarkets, social tariffs and financial products and services available to residents, including credit unions and high street bank e.g. high interest accounts.

Help residents in the development of techniques for managing money and planning ahead, so as to mitigate problem debts.

Work with residents to reduce their household expenditure by getting a better deal on utilities services, develop greater understanding of energy efficiency, ways to reduce fuel costs and keep warm.

Work collaboratively with the Team Leader and colleagues across departments to deliver special projects aligned to the new Tenancy Sustainment strategy objectives of early identification and proactive support of residents most in need.

### **Partnership working**

Work with external partners such as Trussel Trust, HACT, Social Supermarkets, Voluntary Organisations, Debt, Employment, Mental Health support, Energy Efficiency, Keep Warm Projects and Financial Services organisations, ensuring the agreed number of referrals are made to our contracted partners each month.

### **General**

Act always in accordance with Hexagon's published policies and procedures.

Maintain high standards of probity and confidentiality.

Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.

Carry out all other duties as may be reasonably be assigned

Working flexibly (including evening and weekend working) both on and off site where needed

## Notes

1. All tasks within this job description may be carried out on behalf of Hexagon Housing Association Ltd, its subsidiaries and any associated organisations.
2. Post holders will always be consulted before job descriptions are amended.



## Person Specification – Money Support Adviser

| Skills Required                   | Level                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Work Experience</b>            | <p><b>Essential</b></p> <p>Experience directly delivering support and guidance to customers in a housing, advisory or financial services environment.</p> <p>Proven experience working with key performance indicators (KPIs) and achieving performance targets</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Skills/Knowledge/Abilities</b> | <p><b>Essential</b></p> <p>Strong understanding of the issues facing low-income households, and good understanding of the principles around income maximisation, budgeting and basic debt advice</p> <p>Good knowledge of housing and welfare benefits</p> <p>Ability to deal sensitively with customers from a range of backgrounds with differing needs and provide appropriate support and interventions to meet needs</p> <p>Ability to liaise, build and promote positive working relationships with stakeholders, customers and staff, and to work on projects across departmental boundaries</p> <p>Ability to maintain accurate case records as part of the performance management process</p> <p>Good verbal and written communication skills particularly to communicate with people experiencing challenging circumstances</p> <p>Ability to assist customers with limited IT skills in navigating online tasks</p> <p>Ability to prioritise tasks and manage multiple work streams at the same time</p> <p>Good ICT skills, including Word, Outlook, Database</p> |

**Personal Qualities****Essential**

Strong customer focus with the ability to listen, empathise and respond appropriately, sensitively and professionally

Motivated to work independently on own initiative whilst working as part of a team

**Qualifications****Essential**

Relevant qualification/professional membership (e.g. Money Guiders, Institute of Money Advisers) or willingness to obtain Money Guiders Level 2

**Other****Essential**

Willing to travel to home visits in Hexagon's area of operation

Have a flexible working approach to working hours, including occasional evening and weekend working

**You will only be short-listed from the details written on the application form if you meet all of the criteria ranked as Essential.**

# Our Culture Web and CARE Behaviours



## Cultural Behaviours Matrix

| Values    | Customers at the heart                                                                                                                                                                                                                                                | Appreciating difference                                                                                                                                                                                                                                    | Responsible & accountable                                                                                                                                                                                                                                                                                | Empowering people                                                                                                                                                                                                                                                                |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All staff | <ul style="list-style-type: none"> <li>Be polite</li> <li>Keep your promises</li> <li>Communicate updates regularly</li> <li>Listen and show empathy</li> <li>Be solution focused with a 'can do' attitude</li> <li>Ask and act on feedback from customers</li> </ul> | <ul style="list-style-type: none"> <li>Seek to understand difference</li> <li>Treat people as individuals</li> <li>Be self-aware of own bias</li> <li>Be non-judgemental</li> <li>Be respectful</li> </ul>                                                 | <ul style="list-style-type: none"> <li>Don't blame, just explain</li> <li>Don't pass the buck</li> <li>Acknowledge and follow up emails/queries within agreed times</li> <li>Keep calendar presence up to date</li> <li>Respect others' time</li> </ul>                                                  | <ul style="list-style-type: none"> <li>Share skills and good practice</li> <li>Collaborate and work as a team</li> <li>Attend job/person centred training</li> <li>Be trusting and trustworthy</li> <li>Be constructive</li> <li>Ask for what you need to do your job</li> </ul> |
| Managers  | <ul style="list-style-type: none"> <li>Embed the CATH principles</li> <li>Take ownership for customer experience</li> <li>Learn from customer feedback</li> <li>Listen and take action</li> </ul>                                                                     | <ul style="list-style-type: none"> <li>Be aware of individual staff traits</li> <li>Respect different ways of working</li> <li>Be flexible in setting objectives</li> <li>Be fair and equitable to all team members</li> </ul>                             | <ul style="list-style-type: none"> <li>Listen to staff and explain when making changes</li> <li>Set intelligent SMART objectives</li> <li>Recognise achievements</li> <li>Be consistent</li> <li>Be results focused</li> <li>Put policies/procedures in place and make sure they are followed</li> </ul> | <ul style="list-style-type: none"> <li>Promote ongoing learning for team members</li> <li>Set clear priorities and expectations</li> <li>Be supportive and flexible</li> <li>Step in with support when resolution is needed</li> </ul>                                           |
| Directors | <ul style="list-style-type: none"> <li>Consider the impact of decisions on customers</li> <li>Be seen to be listening</li> <li>Be close to the 'frontline'</li> <li>Be strategic, seeing the bigger picture</li> <li>Guide change</li> </ul>                          | <ul style="list-style-type: none"> <li>Be a champion and voice of diversity</li> <li>Be accessible and approachable</li> <li>Be fair in conflict resolution</li> <li>Set a positive performance management framework that recognises difference</li> </ul> | <ul style="list-style-type: none"> <li>Set realistic but stretching objectives</li> <li>Be visible and interact with staff/residents</li> <li>Be honest and transparent</li> <li>Be open to constructive feedback</li> </ul>                                                                             | <ul style="list-style-type: none"> <li>Set clear direction and delegate</li> <li>Lead by example</li> <li>Get to know and value your people</li> <li>Provide recognition</li> </ul>                                                                                              |

## Organisation Chart –



## Principal terms and conditions

*(For information purposes only)*

### Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

#### 1. Position

Money Support Adviser (maternity cover – up to 1yr)

#### 2. Remuneration

Salary £36,471 - £40,525 depending on experience

#### 3. Our generous range of benefits includes:

##### Core Benefits

- Defined Contribution Pension scheme.
- Career break scheme.
- Excellent Employee Assistance Programme (EAP)

##### Work life balance

- Hybrid Working/TOIL.
- Maternity, paternity & shared parental leave.
- Adoption Leave.
- Carers Leave.

##### Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme
- Private Medical Insurance

##### Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.

- Social Events.

#### **4. Annual Leave**

26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

#### **5. Location**

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (office/home) will be discussed with the successful candidate.

#### **6. Working hours**

Full time – 35 hours per week



*A workspace at our Sydenham Road Office*

## The Advertisement

Money Support Adviser (maternity cover – up to 1 year)  
Salary £36,471 - £40,525 depending on experience  
Full-time – 35 hours per week  
South East London - Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

We are seeking an exceptional individual with a passion for making a difference to join our busy Community Investment & Engagement Team as a Money Support Adviser. You will provide support, advice and guidance to Hexagon residents, helping them to sustain their tenancies, become more financially resilient and avoid financial difficulties.

You will have:-

- A strong understanding of the issues facing low-income households, and good understanding of the principles around income maximisation, budgeting and basic debt advice
- Experience of directly delivering support and guidance to customers in a housing, advisory or financial services environment
- Good knowledge of housing and welfare benefits
- Excellent communication skills including the ability to deal sensitively with customers with differing needs
- Ability to travel to home visits in Hexagon's area of operation.

If this sounds like you, we'd love to hear from you

This role presents a brilliant opportunity to further your career with a dynamic Great Place to Work accredited company with IIP Gold, that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to help you achieve your full potential, and an excellent package including private medical insurance, pension scheme with 3 x salary life assurance, flexible hybrid working (minimum expectation is 2 days per week office based), and 26 days annual leave rising one day per year to 31 days.

For further details and how to apply, please visit our website at [www.hexagon.org.uk](http://www.hexagon.org.uk). No agencies

**Closing Date: Monday 31st August**

**Interviews will be held on Friday 11<sup>th</sup> September**

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Confirmation of appointment to this post will be subject to the successful candidate obtaining an acceptable disclosure from the Disclosure & Barring Service. Details on the DBS can be found at [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)

### **Accessibility and Adjustments**

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact [recruitment@hexagon.org.uk](mailto:recruitment@hexagon.org.uk)



## Key dates and the selection process

|                |                                                                                                                                                                                                               |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Closing date:  | <b>Please make sure your application is submitted by Monday 31<sup>st</sup> August</b>                                                                                                                        |
| Short listing: | <b>Friday 4<sup>th</sup> September</b>                                                                                                                                                                        |
| Interviews:    | <b>Will be held face-to-face at our offices in Sydenham SE26 on Friday 11<sup>th</sup> September</b><br><br><b>Panel - Community Investment &amp; Engagement Manager and Community Investment Team Leader</b> |



**Hexagon Housing Association Ltd**

**We're Great Place to Work-Certified™!**

**94%**

of our employees said that when you join the company, you are made to feel welcome

Source: 2024 Great Place To Work Trust Index® Survey