

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job Description and Person Specification

Financial Inclusion Lead

Revenues and Benefits - Finance Division

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

1. Increasing residents' financial capability and resilience through direct support and distribution of hardship funds and maximisation of income.
2. Providing cross sector service and building strategic partnerships that help deliver innovative solutions to help communities and residents to overcome debt, poverty, and exclusion.
3. Identifying sources of hardship funding and other support funds/ provisions to enable WNC and partners to target and support those in severe hardship.
4. To design a performance framework and associated reports for a variety of audiences including elected members

Accountable to:

This role reports to the Service Delivery and Financial Inclusion Manager, Revenues and Benefits, and includes responsibilities for direct line management.

The role sits within the Revenues and Benefits team which is part of the Finance Directorate in West Northamptonshire Council.

Responsibilities:

1. To support the Manager in the redesign and transformation of the Debt and Money Advice service, while leading both operational and strategic initiatives on all Financial Inclusion matters. This includes making recommendations on the service's strategic direction and advising on best practices.
2. To lead the implementation of a Financial Inclusion Strategy for West Northants Council, with a focus on preventing and reducing debt and homelessness, and promoting employment and training.
3. To proactively identify sources of hardship payments, enabling WNC and its partners to support individuals in severe hardship and coordinate the delivery of government grants.
4. To collaborate with the voluntary sector and other partners to establish a Debt Consortium and develop a Debt and Money Advice education program to address relevant issues and concerns.
5. Provide direct line management to reports and offer effective leadership and support to the Team Leader in supervising teams, enhancing performance, managing workloads, and ensuring efficient use of resources.
6. Ensure that legislation, strategies, policies, objectives, and procedures are implemented and regularly reviewed across all service functions, with a focus on delivery within the Local Area Partnership areas, covering both urban and rural regions.
7. Collaborate with Public Health, Adults, Housing, and Children's Services to establish an expert, agile cross-sector hub of accredited debt and money advisors to handle referrals for assistance and support.

8. Develop innovative projects, plan campaigns, and lead initiatives aimed at maximising income for our residents.
9. Actively contribute to and implement the Council's Anti-Poverty Strategy, Housing Homelessness Strategy, and Housing Allocation Policy, while supporting the Council's priorities, including improving Council Tax collection and reducing homelessness.
10. Deputise for the Manager as needed and represent the Council at external and evening meetings as required.
11. Actively challenge and work to eliminate any direct or indirect discriminatory practices or behaviours.
12. Demonstrate awareness and understanding of others' behavioural, physical, social, and welfare needs, and ensure reasonable care is taken at all times for the health, safety, and welfare of yourself and others.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Driving and embracing change; adopts a positive attitude toward change and encourages and supports people through it. Ability to work under pressure and meet deadlines	Essential	A/T/I
Communicating and influencing – demonstrate excellent communication skills, Able to express ideas or facts clearly and convince/influence others to their point of view. Working with voluntary sector and other partners, elected members, and stakeholders	Essential	A/T/I
Analytical Thinking - Shows the ability to gather information in order to understand complex issues. Analyses data and problems and risks to establish causes and identify solutions.	Essential	A/T/I
Managing Performance; sets clear and challenging objectives for staff, defines responsibilities, and looks to bring out the best in them. Monitors progress and addresses any shortfalls. Has track record of achieving high performance	Essential	A/T/I
Plan and Manage resources in order to achieve immediate and longer-term objectives	Essential	A/T/I
Strategic Thinking: takes account of and identifies a range of longer-term issues opportunities and contingences. Relates these activities of the team to the bigger picture.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Understanding of the service transformation agenda and how to apply this effectively in the workplace.	Essential	A/T/I
An understanding of project management methodology and delivery. Including doing presentations	Essential	A/T/I
Experience of using and/or implementing digital technology in service development	Essential	A/T/I
Increasing residents' financial capability and resilience through direct support and distribution of hardship funds.	Essential	A/T/I
Providing cross sector service and building strategic partnerships that help deliver innovative solutions to help communities and residents to overcome debt, poverty, and exclusion	Essential	A/T/I

Relevant experience:	Essential / Desirable	Measured by
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Significant experience of leadership and managing Understanding of workforce development and working with stakeholders	Essential	A/T/I
Experience of successful team leadership, team building, motivation, mentoring and coaching. Collaborative approach.	Essential	A/T/I
Experience of effectively performance managing teams and proven experience of achieving high performance on new claims and change events assessment.	Essential	A/T/I
Experience of successfully working in a locally focussed public sector or VCS delivery organisation.	Essential	A/T/I

Education, training, and work qualifications:	Essential / Desirable	Measured by
Management qualification or qualified by experience.	Essential	A/T/I
Debt and Money Advice qualification or willingness to study towards	Essential	A/T/I
Evidence of continuing CPD	Essential	A/T/I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates.

Additional pre-employment checks specific to this role include basic DBS

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel Square
Job family band:	Regulatory and Technical	Worker type:	Part-flexible
Salary range:	£41,816 - £45,175	Budget responsibility:	
People management responsibility:			

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent, and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional, and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn, and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

