

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Crisis & Resilience Officer

Communities and Housing

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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Northamptonshire
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Purpose and impact:

The purpose of this role is to strengthen the financial resilience of residents who have experienced crisis and been referred through the Crisis Resilience Fund (CRF). Following initial triage and any immediate crisis payment made by the CRF Triage Officer, the postholder will provide targeted money and debt advice, income-maximisation support, and practical interventions that reduce the risk of repeat crisis.

Working closely with internal teams and external partners, the role will help residents stabilise their finances, address underlying issues contributing to financial vulnerability, and access longer-term support. The postholder will contribute to the effective delivery of the CRF by ensuring residents receive high-quality, person-centred support that promotes independence, prevents homelessness, and builds long-term financial wellbeing across West Northamptonshire.

Accountable to:

This role is accountable to the Senior Crisis Resilience Support Officer. The role sits within the Communities, part of the Housing and Communities Directorate in West Northamptonshire Council.

Responsibilities:

1. To be responsible for providing advice and support to residents who require debt and/or welfare benefit advice and support with an emphasis on tenancy sustainment and homelessness prevention carrying out financial calculations and negotiations with third parties
2. Provide targeted money, debt, and financial resilience support to residents referred following a Crisis Resilience Fund (CRF) crisis payment, identifying underlying drivers of vulnerability and working to prevent repeat crisis
3. To keep up to date with ever changing complex legislation, case law and procedures relating to debt advice and welfare benefits and to undertake appropriate training as required.
4. Work with residents to develop personalised financial resilience plans—such as budgeting support, income maximisation, debt resolution pathways, and onward referral to community or specialist services.
5. To act as a key contact for both internal and external partners and to develop these partnerships including offering support to housing and revenues colleagues as required.
6. To maintain accurate, comprehensive and up to date register of clients to enable statistical information, returns and reports to be produced as required in respect of performance indicators, CRF returns, and Cabinet/Board reports.
7. To collate customer satisfaction/feedback data and analyse this data in order to suggest service improvements and continuous development of the CRF offer.
8. Contribute to the production of publications, such as forms, information booklets and newsletters and information on the Council website.
9. Work collaboratively across all CRF workstreams, ensuring clear communication, accurate tracking of enquiries, and contribution to fund monitoring and outcome reporting.
10. Ensure sensitive and timely communication with individuals who have experienced crisis, applying a trauma-informed and person-centred approach throughout all interactions.

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
A high degree of numeracy and literacy and ability to prioritise own workloads, meet deadlines and manage caseload.	Essential	A, T, I, D
Excellent communication, negotiation and advocacy skills in dealing with the public and internal and external bodies i	Essential	A, T, I, D
Ability to prepare financial statements and budgets.	Essential	A, T, I, D
Good interpersonal skills in order to deal with very vulnerable customers and third parties often out of the office environment in an objective yet calm and compassionate manner.	Essential	A, T, I, D
Ability to work both as an individual on own initiative and as part of a team demonstrating excellent prioritisation and time management skills to achieve targets.	Essential	A, T, I, D
Ability to adopt a flexible approach to work in terms of working hours, location and duties.	Essential	A, T, I, D
The ability to travel throughout the districts and to work out of normal office hours as and when required.	Essential	A, T, I, D
Ability to demonstrate a working knowledge of equalities issues and data protection.	Desirable	A, T, I, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
In-depth knowledge of welfare benefits and/or debt advice casework including the ability to understand and interpret complex legislation and an understanding of the procedural requirements of the Specialist Quality Mark or equivalent.	Essential	A, T, I, D

Relevant experience:	Essential / Desirable	Measured by
Experience in understanding and interpreting complex, ever changing legislation and understanding the procedural requirements of the Specialist Quality Mark or equivalent.	Essential	A, T, I, D
Experience in using IT in the provision of benefit and debt advice and in the preparation of statistics and reports.	Essential	A, T, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
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A suitable recognised qualification in debt advice or welfare benefits or qualified by experience.	Essential	A, T, I, D
Willingness to work towards recognised qualification in debt advice or welfare benefits.	Desirable	A, T, I, D

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 Disclosure

Day-to-day in the role:

Hours:	37	Primary work base:	One Angel and other offices as required including offsite home visits
Job family band:	Regulatory and Technical	Worker type:	Part-flexible
Salary range:	£30,560 - £32212	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work 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). You will also be required to conduct home visits where necessary and be required in the office where the demand in the service or training requires.

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.

