



Job Description and Person Specification

Job details

Job title:	Household Support Fund Team Leader
Grade:	SCP29 - 32
Reports to:	Communities and Wellbeing Manager
Responsible for:	<ul style="list-style-type: none">- Business Support Officer- Administrators x 2- Community Services Officer
Directorate and Service area:	Communities & Wellbeing Service Area Communities and Leisure Directorate within Adults, Health Partnership and Housing

Purpose of the job

1. To deliver an effective service in respect of the Household Support Fund (HSF) programme funded by Central Government ensuring adherence to DWP guidance.
2. To supervise, manage and develop employees within the team, ensure training and regular supervision take place, performance monitoring and managing sickness absence.
3. To continually develop and improve services in line with new opportunities and legislation, reflecting the Council's priorities and service culture.

Principal responsibilities

1. Day-to-day supervision and management of the HSF team for North Northamptonshire Council (NNC).
2. To manage, supervise and develop the HSF team including performance monitoring, management of personnel issues, leave cover, workload and any associated tasks involved in managing a team including regular supervision in line with NNC policies.
3. To ensure effective delivery of all aspects of the Household Support Fund allocation.
4. To work with officers internally, and externally to develop and promote joint working and sharing of information supporting the "One Team" approach of the Council.
5. In conjunction with the Communities and Wellbeing Manager, and oversight from the Strategic Lead for Communities & Wellbeing, prepare reports on relevant matters for Council committees, Members, Assistant Directors, and other Senior Officers as required.
6. Assist in the compilation of accurate statistics and reports for statutory returns as well as any relevant Strategies or Plans the Council develops.
7. Maintain financial records ensuring compliance with Financial Regulations and the requirements of the DWP.

8. Maintain records of all activities undertaken by the HSF Team, including but not exclusively records of service requests, payments, and day to day team management.
9. Ensure the website and intranet is kept up to date by providing information to content editors.
10. Ensure that all procedures for the service are up to date and clear, with all employees understanding where to access them and using them to ensure that a consistent and quality service is delivered.
11. To maintain accurate records relating to all funding distributed through HSF4 within the remit of the Communities & Wellbeing Team, using various IT/ CRM systems.
12. Monitoring and managing communications relating to customer enquiries, including responding to emails and phone calls.
13. To support the planning and promotion of relevant issues or campaigns, including the delivery of talks to relevant bodies, exhibitions and displays at appropriate events.
14. To train colleagues and undertake training as required.
15. To deliver a high quality, effective and appropriate service to all service users, fairly and without discrimination.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

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.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.



Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Degree or equivalent qualification in a discipline related to the purposes of Community Services.	NVQ Level 4 in leadership or equivalent.
Experience and Knowledge	<p>Previous experience as an administrator with supervisory responsibilities.</p> <p>Experience in local government, voluntary or commercial sectors.</p> <p>Experience of working without supervision and under pressure.</p> <p>Experience of working to challenging targets.</p> <p>Knowledge and experience of establishing and managing robust governance.</p> <p>Experience of budget management, financial processes and setting up and maintaining administrative systems.</p> <p>Knowledge and experience of providing coaching, advice and development to support and motivate individuals and teams.</p> <p>Interpersonal and organisational sensitivity.</p> <p>Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public.</p>	Experience of managing large funding programmes such as the household support funds.
Ability and Skills	<p>Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook.</p> <p>Excellent communication skills (verbal and written).</p> <p>Excellent communicating and influencing skills with internal and external customers.</p> <p>Ability to work calmly and effectively under pressure and in challenging circumstances.</p> <p>A professional manner in dealing with colleagues and the public.</p> <p>Drive for high quality results and adaptability.</p> <p>Ability to seek, retrieve and collate information from a variety of sources and make judgements.</p>	Experience of using ERP Gold.

Attributes	Essential criteria	Desirable criteria
	<p>Highly effective planning and organising own workload, and that of direct reports.</p> <p>Numerical skills & ability to analyse spreadsheets & financial accounts.</p> <p>Excellent attention to detail.</p> <p>Fair and objective decision-making ability.</p> <p>Tact and empathy.</p> <p>The ability to work well individually and part of a team.</p> <p>Ability to work with minimal supervision.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Awareness of working in a political environment.</p> <p>Driven by customer excellence.</p> <p>A commitment to equal opportunities and social inclusion.</p> <p>Flexible attitude to working hours and to be prepared to work outside normal office hours on occasion according to the needs of the service.</p> <p>Must be able to travel throughout the county using own transport.</p>	