

Job Description

Job title	Senior Financial Welfare Officer
Directorate	BUSINESS : Business Support
Division	Finance – Benefits and Financial Welfare
Range	MPR 4
Reports to	Benefits and Financial Welfare Operations Manager

Main purpose of the job:

As a Senior Financial Welfare Officer, you will ensure Medway provides a high-quality front-line response to customer enquiries at a number of locations within the Medway area, relating to a whole range of services provided by the Council, more specifically the Benefits and Financial Welfare Service. The role will enable our customers to build financial wellbeing, improve their skills and empower them to financial capability.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Manage the Financial Welfare Officers and supervise the work of the team where they **Act as a first point of contact telephone and face to face enquires, undertaking rules-based assessment and eligibility checks, ensuring accurate information is obtained to ensure a full benefit check can be carried out.**

Maintain excellent management information in relation to the residents supported and the outcomes obtained.

Support the process for service delivery improvement, for example digital access to support.

Act as a caseworker for complex referrals and provide up to date money guidance and welfare benefits advice. Identify and signpost customers to appropriate support services where appropriate.

To liaise and correspond with Government Departments, the Department for Work and Pensions, other appropriate organisations and other officers of the Council.

Compile accurate and timely notes of all contact in relation to customers, their representatives or other agencies and record them on the Council's system.

To provide support and identify collaborative working opportunities across the Benefits and Financial Service whilst support the process of improving the financial wellbeing of Medway residents.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Benefits and Financial Welfare Operations Manager .

The post holder will have line management responsibility.



The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- 5 GCSEs (including pass at English & Maths grade 4/C and above) or equivalent qualification
- Completed Money Guiders Foundation and Tier 1,2 and 3.

Level B (in addition)

Level C (in addition)

- Working towards a professional qualification such as an IRRV qualification level 3 or 4 or a level 3 qualification in Management and Leadership.

Knowledge

Level A

- A good knowledge of the assessment and legislative requirements of discretionary grant applications, Housing Benefit and Council Tax Reduction Claims.
- Able to develop knowledge of council related debt.
- Able to demonstrate and apply a basic level of organisational, procedural and policy knowledge in relation to the work of benefits and financial welfare
- Ability to demonstrate a basic understanding of how the team works with other teams and takes a proactive approach towards providing a holistic approach to case management.

Level B (in addition)

- Practical and procedural knowledge of debt and be confident in sharing that knowledge with the team.
- Able to demonstrate and apply a good level of organisational, procedural and policy knowledge in relation to the work of benefits and financial welfare.
- A comprehensive knowledge of the assessment and legislative requirements of discretionary grant applications, Housing Benefit and Council Tax Reduction Claims.
- Ability to demonstrate a wide understanding of customer needs and being able to sensitively manage their expectations.

- Ability to demonstrate a developed understanding of how the team works with other teams and takes a proactive approach towards providing a holistic approach to case management.

Level C (in addition)

- Ability to demonstrate competent procedural knowledge across all technical or specialist Benefits and Financial Welfare areas covered by the team.
- Ability to independently demonstrate accomplished knowledge of the legislation relating to Benefits and Financial Welfare
- Ability to demonstrate a wide understanding of customer needs and being able to demonstrate resolution of complex problems.
- Ability to consistently apply a developed understanding of a holistic approach to case management.

Experience

Level A

- At least 3 years' experience in providing welfare benefits and financial welfare advice
- Experience of working in a Local Authority Welfare Benefits Team
- Experience of all types of Welfare benefits advice

Level B (in addition)

- Experience in creating training plans and monitoring team performance.
- Starting to support on service improvement projects.
- Experience of assisting with the organisation of events for stakeholders to promote the work of the team.

Level C (in addition)

- At least 4 years' satisfactory performance/experience of working in a Senior Role within a Financial Welfare/Welfare Benefits environment.
- Experience of providing Financial Welfare advice within different organisational settings.
- Experience of organising events for stakeholders to promote the work of the team.

- Experience of leading on delivering initiatives and projects to improve the service and that achieve positive outcomes for Medway residents

Skills

Level A

- Proficient in the use of Microsoft Office applications
- Demonstrable developed communication skills with the ability to present financial information to support workers, landlords and residents in an understandable way
- Ability to undertake direct responsibility for the line management of others.
- Demonstrable ability to use analytical skills and to work independently to solve problems.
- Able to prioritise workload to deal with work-related pressure, deadlines, interruptions, or conflicting demands.
- Deliver basic information, advice, and guidance on established internal procedures in relation to finance.
- Can undertake a wide range of activities within the technical or specialist area with minimal managerial support

Level B (in addition)

- Ability to interpret complex financial information and recommend solutions in the form of reconsiderations and appeals.
- Ability to undertake complex case assessments which may involve difficult calculations and to be able to present these to residents and customers.
- Ability to deal with high levels of work-related pressure, deadlines, interruptions, or conflicting demands.
- To confidently deliver information, advice, and guidance on established internal procedures in relation to finance.
- Can undertake a wide range of activities within the technical or specialist area without support.
- Developed line management skills – be able to identify development needs of others and able to coach and work with others to share best practice and new knowledge.
- Ability to deal with and resolve complex problems, recognising when to refer problems of an unprecedented nature

Level C (in addition)

- Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions are made without access to a manager.
- Ability to use literacy, numeracy, and ICT skills to complete a wide range of highly complex tasks across Housing Benefit and Council Tax reduction
- Able to confidently deal with HR related policies and processes in relation to line management.



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