

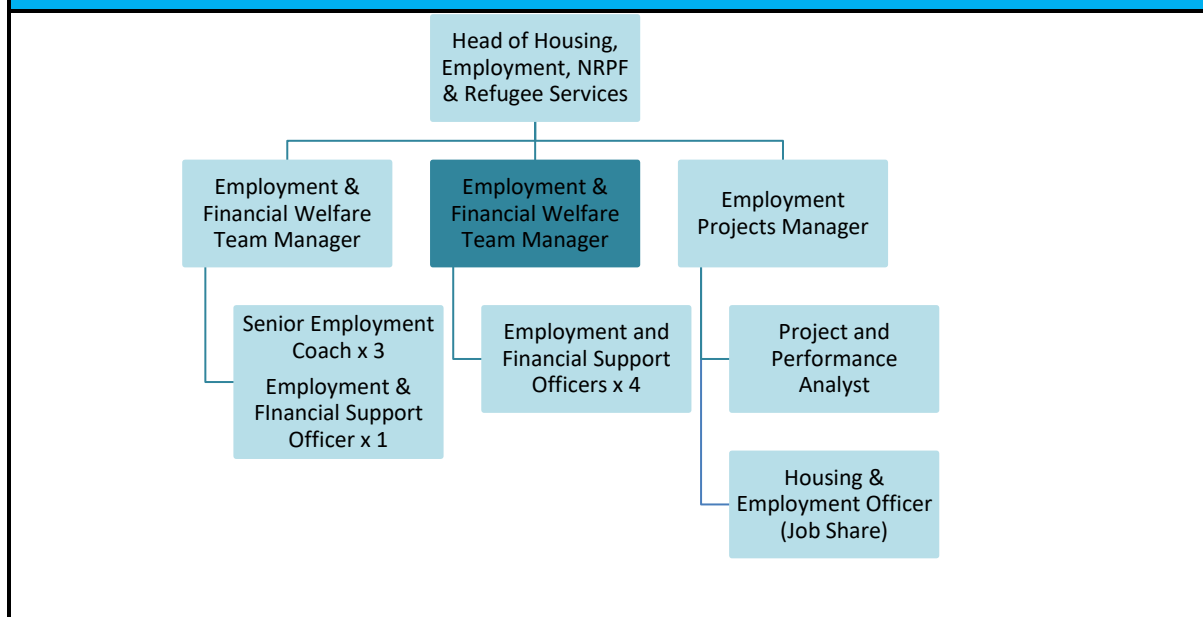
JOB DESCRIPTION

Job Title	Employment & Financial Welfare Team Manager
Position Number(s)	
Department	Housing Needs
Section or Service	Employment & Financial Welfare Service
Grade	G

DESIGNATION:

Responsible to:	Head of Housing & Employment, No Recourse to Public Funds and Refugee Services
Employees directly supervised (if applicable):	• Employment and Financial Support x 4

Family Tree



1. JOB PURPOSE:

To manage the direct delivery of employment, skills, and financial welfare support to residents, improving employment prospects and financial resilience. This involves identifying barriers, highlighting opportunities, and developing innovative solutions.

Serve as a key advocate for residents, maintaining a strong focus on ensuring residents can enter, progress in, and retain high quality employment, enhancing their long-term economic prospects and outcomes in alignment with the Councils values and objectives.

Successfully deliver ongoing welfare reform initiatives. This includes overseeing the implementation of programs designed to support families and communities impacted by welfare changes.

Manage a high-performing and motivated team with a strong emphasis on customer service and collaborative working.

2. DESCRIPTION OF DUTIES:

1. Manage the delivery of employment, financial resilience, and skills projects, coordinating work-streams, providing assurance, risk management and reporting mechanisms to ensure objectives are delivered on time and within budget.
2. Implement and monitor developers' Section 106 employment and skills commitments to ensure local residents access training, apprenticeships, and employment opportunities generated by development projects.
3. Work closely with Employment Project Manager providing reports and necessary outcomes to ensure alignment with funding requirements.
4. Co-ordinate targeted campaigns utilising the data provided by LIFT (low-income family tracker) to identify and address inequalities, prevent homelessness, and improve financial resilience.
5. Develop and deliver resident engagement initiatives, such as the Career Zone Portal and community outreach, to increase participation in skills programmes and job placements, measuring impact through resident feedback and employment outcomes.
6. Develop multi-channel communication campaigns to support service delivery, maximise resident engagement, and evaluate feedback.
7. Collaborate with internal and external stakeholders such as Housing, Economy and Learning, Voluntary and Community Sector, and Ministry of Housing, Communities and Local Government to support strategic goals and improve residents' economic outcomes.
8. Manage, supervise, and develop staff, including recruitment, induction, appraisals, coaching and ongoing professional development.
9. Oversee case management, ensuring compliance with employment, housing and safeguarding legislation and Council policies.
10. Monitor key performance indicators and service outcomes, taking remedial

- action where required and reporting progress to senior management.
11. Develop and maintain a suite of tools, resources, and guidance to support the effective service delivery.
 12. Provide training, guidance and updates to staff and partners, representing the Council at internal and external meetings.
 13. Develop and deliver comprehensive training on employment and welfare reform to key stakeholders.
 14. Undertake any additional duties appropriate to the post and grade as requested by the Head of Service.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Employment & Financial Welfare Team Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates • Evidence of continuing professional development • Experience of working in an employment and income-maximisation function

C	Skills; Experience and Attitude Essential: • Experience of managing an employment and income-maximisation function in a housing or community environment. • At least two years' experience managing and motivating teams, including reflective supervision and staff development. • Proven ability to provide strategic vision and leadership and to manage high-profile projects with multiple stakeholders, significant monitoring requirements and performance targets. • Experience working with people facing complex needs (e.g. homelessness, long-term unemployment, mental health issues) and understanding how these intersect to create disadvantage. • Track record of service review and continuous improvement to achieve higher quality and best value. • Strong budgeting, data analysis, and performance-monitoring skills with the ability to take remedial action to achieve targets. • Excellent communication and presentation skills, including report-writing and delivering training. • Competence in electronic file management, data protection, and GDPR compliance. • Experience of partnership working with employers, training providers, and voluntary-sector organisations. • Ability to plan strategically, innovate and adapt to changing needs.
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included. • I can see how my views have been taken into account. • I can see improvements and developments based on my input.

E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.

- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.