

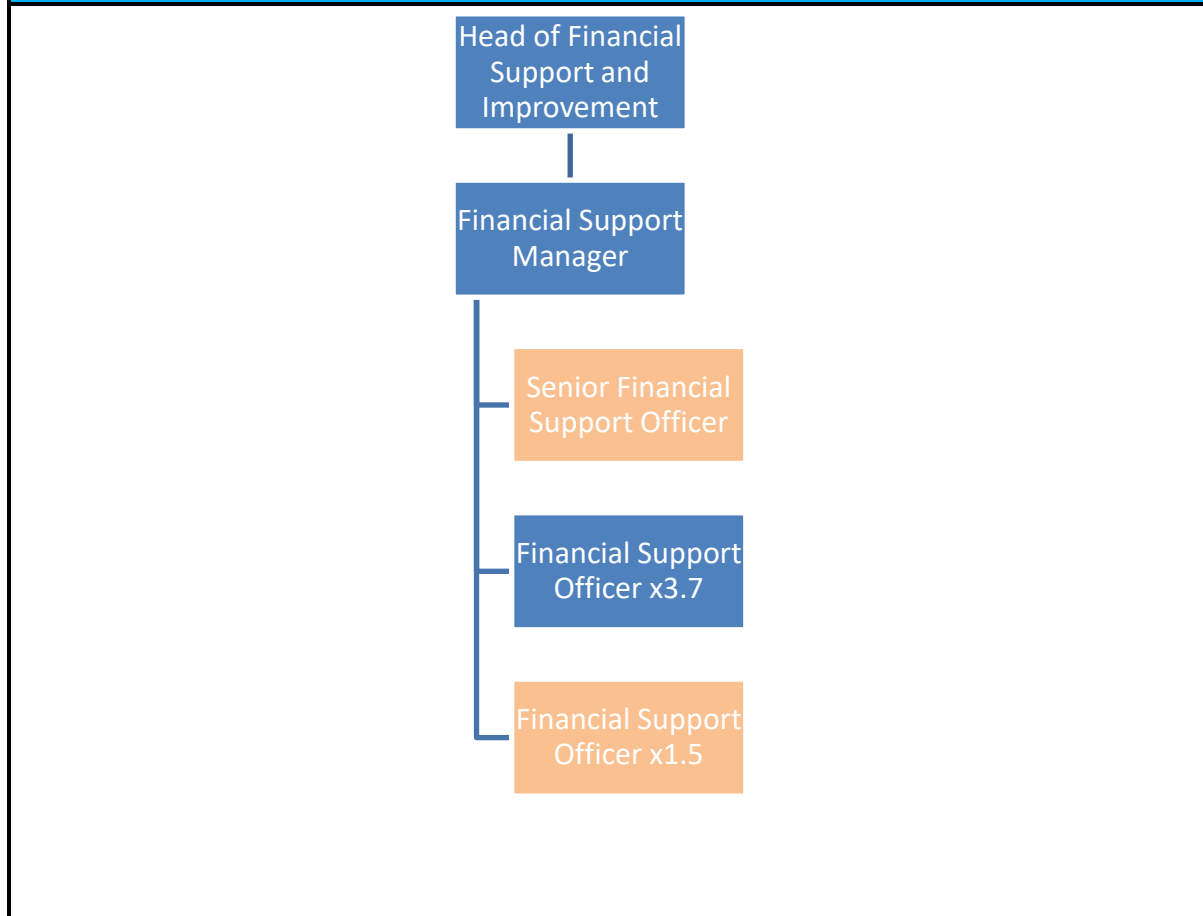
JOB DESCRIPTION

Job title	Financial Support Manager
Directorate	Finance and Assurance
Service	Financial Support and Improvement
Team	Financial Support Service
Grade	

DBS Check Required	Standard
Justification for DBS	Regulated Activity with Adults
Politically Restricted	No

Responsible to:	Head of Financial Support and Improvement
Employees directly supervised (if applicable):	Senior Financial Support Officer x1 Financial Support Officers x5.2

Organisational structure chart *(job titles only, no employee names)*



1. JOB PURPOSE:

1. Provide operational leadership of Resident Financial Support services, including Home Start Essentials, Crisis Resilience Fund and related discretionary support schemes, ensuring delivery of high-quality, compliant and person-centred services that support residents experiencing financial hardship.
2. Lead the operational planning, governance and continuous development of service delivery within agreed service policies, strategies and budgets.
3. Provide senior management support to the Head of Financial Support and Improvement and contribute to wider Resources improvement priorities through the use of performance insight, management information and practical leadership that helps shape service development, change and efficiencies.
4. Contribute to leadership across Financial Support and Improvement services, influencing operational priorities, service delivery, improvement activity and workforce planning through active participation in the work of the extended management team.

2. DESCRIPTION OF DUTIES:

1. Provide operational management of Resident Financial Support services, ensuring effective deployment of staff, workforce planning, performance management, service resilience and the consistent delivery of compliant, person centred and outcome focused support.
2. Lead, manage and develop the Resident Financial Support team, ensuring effective supervision, performance management, learning and development and consistent application of policies, procedures and service standards.
3. Implement design and continuous improvement of service delivery arrangements, including assessment, decision-making, award, review, quality assurance and customer access, ensuring fairness, consistency, transparency and defensible outcomes.
4. Take management responsibility for the effective operation, governance and quality of discretionary financial support schemes, ensuring policy intent is translated into robust operational practice and that risks, exceptions and complex matters are managed appropriately.; Undertake direct intervention where required to manage risk, resolve complex issues, support business continuity or secure service outcomes.
5. Lead the monitoring and operational management of discretionary fund allocations, ensuring expenditure remains within agreed budgets and delegated authority, and providing analysis and recommendations to the Head of Financial Support and Improvement regarding financial risks associated with the defined fund allocations and suggest corrective action.
6. Lead the data provision, analysis of performance information, management data, reporting and dashboards to support governance, service planning, resource deployment, statutory returns, senior management oversight and measurable service improvement across Financial Management services and wider Resources priorities.
7. Take the lead to embed the implementation of service improvements, using insight from data, complaints, reviews, audit activity and operational learning to identify opportunities for improvement to support policy development and change activity led by the Head of Financial Support and Improvement.
8. Develop and maintain effective working relationships with internal services, external partners, suppliers and delivery providers to ensure coordinated support for residents, effective contract and provider oversight, and a joined-up approach to service delivery and improvement.
9. Contribute to the leadership and coordination of Financial Support and Improvement Services as part of the extended management team, supporting cross-service leadership, service coordination, corporate resilience, shared problem-solving and the delivery of wider service and departmental priorities beyond the immediate span of direct line management responsibility.
10. Support the Head of Financial Support and Improvement and wider Resources management team with departmental change, improvement and transformation activity, providing

performance insight, service expertise, practical leadership and cross-service coordination to help deliver priorities, embed sustainable improvements and realise efficiencies.

11. Ensure compliance with statutory, regulatory and Council requirements, maintaining effective governance, assurance and control arrangements, leading responses to audit, inspection or review activity where required, and identifying and managing financial, operational, fraud, safeguarding and reputational risks.
12. Embed and promote a person-centred approach across service delivery, ensuring residents are supported to improve financial resilience and achieve sustainable outcomes.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

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.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

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
C	Skills, knowledge and experience • Extensive knowledge of welfare benefits, discretionary financial support schemes and relevant legislation, including Home Start Essentials, Crisis Resilience Fund, Housing Payments and related areas of resident financial support.

	• Significant experience of leading a customer-facing or front-line service within a complex public sector environment, balancing strategic leadership with operational accountability. • Demonstrable experience of overseeing complex decision-making, review processes, quality assurance and service standards, ensuring consistency, fairness and defensible outcomes. • Experience of working within and monitoring budgets or funding streams, ensuring appropriate, lawful and effective use of public funds and strong financial control. • Experience of producing, analysing and interpreting performance data and management information to inform decision-making, prioritisation, governance and service improvement. • Experience of developing, maintaining and improving reports, dashboards and performance information using tools such as excel and Power Bi, and of using data from multiple sources to identify trends, support planning, track outcomes and evidence service improvement. • Proven ability to lead, motivate and manage staff, setting direction and standards while creating a culture of accountability, learning and continuous improvement. • Ability to operate effectively across strategic and operational levels, including providing direct intervention where required to secure service continuity, manage risk or achieve service outcomes. • Ability to manage complex, sensitive and high-risk issues, applying sound judgement to deliver robust and defensible outcomes. • Strong stakeholder management and influencing skills, including experience of working with partners, suppliers and senior stakeholders to achieve service, departmental or corporate objectives. • Experience of implementing service improvement, policy development, projects, transformation or change activity, and of translating strategic priorities into practical delivery. • Experience of contributing to wider departmental or corporate improvement activity, working across service boundaries to provide insight, coordination and leadership that helps deliver change, efficiencies and improved outcomes. • Excellent communication skills, with the ability to convey complex information clearly and credibly to a wide range of audiences, including senior leaders and elected Members, where required. • Ability to identify and manage risk, including financial, fraud, safeguarding, operational and reputational risks, ensuring appropriate governance, escalation and assurance arrangements are in place. • Ability to embed and promote a person-centred and restorative approach to support improved outcomes for residents. • High level of competence in digital systems, case management tools and data reporting platforms. • Commitment to ongoing professional development and maintaining up-to-date specialist knowledge.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

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.