

**Manchester City Council
Role Profile**

**Money Advice Team Leader, Grade 8
Housing Services, Neighbourhoods Directorate
Reports to: Head of Income
Job Family: People Care and Support Direct**

Key Role Descriptors:

The role holder will work to provide direct support for individuals and families in accordance with statutory responsibilities and local and national policies and procedures, effectively identifying cases and/or managing a caseload in order to secure positive outcomes for Manchester residents.

The role holder will lead the effective development of partnership approaches in order to safeguard individuals through the effective management of safeguarding risk and the recording and sharing of information.

The role holder will ensure that through effective advice, planning and support and the utilisation of 'joined up' approaches, individuals are able to access services appropriate for their identified needs.

The role holder will support the leadership of the team and service through the provision of advice and supervision to colleagues, contributing to the ongoing development of staff, students and trainees.

Key Role Accountabilities:

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications. Effectively manage and be accountable for a caseload of high level and often complex cases through advice, guidance and supervision to improve outcomes for individuals and associated parties while ensuring adherence to statutory duties.

Undertake a key role in cooperation with partners and stakeholders to ensure safeguarding processes and procedures are in place to protect individuals. Identify, challenge and develop solutions to any possible safeguarding risks for vulnerable residents of the city.

Work in conjunction with and provide consultation to partner agencies to deliver effective planning to ensure positive outcomes for vulnerable residents of Manchester. This will include representing the City Council at a range of meetings, proceedings and reviews as required.

Actively engage in team and service development including the promotion of innovative and new ideas and techniques to improve service performance and outcomes.

Efficiently prepare and produce high quality documentation and reports and contribute to effective data recording in accordance with statutory accountabilities and timescales to improve outcomes and the safeguarding of individuals.

Proactively establish, develop and maintain relationships with partner agencies and stakeholders to provide individuals with the opportunity to access suitable services which will assist them in achieving their agreed goals.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Manage the Money Matters, Money Advice Service for MCC Housing Services tenants. Performance management of the work of individuals and the team as a whole; service monitoring, review and evaluation, taking action to ensure objectives and targets are met. Delivering a high quality Money Advice service on benefits and debt and ensuring the effective transfer of knowledge, information and best practice.

Involvement in advice work/casework across categories of social welfare law e.g. welfare benefits and debt to ensure the highest quality services are delivered and the relevant quality assurance standards are complied with.

Carrying a small caseload of their own and completing detailed case reviews, meeting the necessary case work standard requirements for welfare rights work and debt casework.



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

General Skills

Communication skills

- Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
- Ability to advise and put cases across in relatively straightforward, non-contentious situations with ability to negotiate agreements.
- Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.
- Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.

Analytical skills

- Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
- Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.

Planning and organising

- Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

Problem solving and decision making

- Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- Strong decision making skills with the ability to resolve complex issues in a pressurised environment.

Strategic Thinking

- Skills to develop measures and methods for monitoring and evaluating performance against the strategic plan.
- Ability to contribute to the development, implementation and evaluation of strategy to shape future plans.

Policy Skills

Key analytical skills to consider the impacts of policy options and plan appropriate communications and reporting mechanisms. Ability to use cost-benefit analysis to inform decisions on competing priorities.

Ability to design effective policy delivery and implementation frameworks and key performance indicators.

Financial Management

- Resource and financial management skills to develop effective planning, financial management and reporting frameworks. Manage allocated resources effectively, delivering business performance and value for money.

People Management

- Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.
- Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

Technical Requirements (Role Specific)

- Detailed knowledge of welfare benefits, Universal Credit, tax credits legislation, case law, policies, procedures and guidance.
- Detailed knowledge of debt legislation and solutions.
- Willing and able to adopt a flexible approach to working hours, and travelling away from base from time to time.
- This post is subject to an enhanced disclosure check.