**Manchester City Council**

**Role Profile**

**Financial Wellbeing Officer, Grade 5**

**Revenues and Benefits Unit, Corporate Services**

**Reports to: Corporate Assessment Team Leader**

**Job Family: Transactional Back Office**

**Key Role Descriptors:**

The role holder will provide an assessment, information and advice service to customers, service users and stakeholders.

The role holder will determine the requirements and needs of service users in accordance with relevant legislation, policy and procedures, and provide advice on the most appropriate course of action.

**Key Role Accountabilities:**

Respond to all queries from a wide range of people, including both internal and external customers, in an efficient and courteous manner, using initiative and creative skills to resolve problems.

Provide an accurate, efficient and prompt assessment service where appropriate, using a range of bespoke ICT systems to carry out the role.

Ensure that any errors or fraudulent activity are detected and prevented, and appropriate action taken.

Ensure a “whole service approach” is taken, working closely with colleagues in other parts of the service to ensure correct liability and to prevent recovery action where appropriate.

Accurately capture data and information using management information systems enabling the Council to achieve local and national performance targets.

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 role holder 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: This role sits in the Corporate Assessments Division.**

The Corporate Assessments Division is part of the Revenues and Benefits Unit. The Division is responsible for the following assessment functions:

* Housing Benefit, Council Tax Support
* Appeals and Discretionary Housing Payments (statutory function)
* Adults Care Financial Assessments (statutory function)
* Welfare Provision Scheme Assessments (discretionary function)
* Household Support Fund (discretionary function)

**The Financial Wellbeing Officer role is primarily responsible for:**

* Working with families/individuals who are having difficulties paying their Council Tax and may also have multiple other issues that require early help and support, where a multi-agency approach is required.
* Assisting residents in understanding their rights and responsibilities regarding council tax arrears and support them in developing and maintaining sustainable repayment plans.
* Providing clear and accurate information about welfare benefits, entitlements and available support services to clients in a manner that empowers them to make informed decisions.
* Offer comprehensive support to other parts of the service, demonstrating adaptability to ensure collective goals and objectives are achieved.
* Conduct thorough reviews of past interactions and activities with residents, employing analytical skills to identify trends, assess effectiveness and outcomes, and implement improvements to enhance service delivery and meet evolving needs.
* Utilising motivational interviewing techniques and strength-based approaches to encourage positive behaviour change and financial resilience
* Working positively as part of a team in support of delivering an efficient and effective service and maximising the income of the service and residents.
* Working collaboratively with internal teams and external stakeholders to explore alternative solutions, negotiate payment arrangements and prevent escalation of debt issues.
* Helping to develop and deliver workshops, and informational materials to raise awareness about welfare benefits, financial literacy, and debt management within the community.
* Fostering partnerships with local organisations, agencies, and community groups to enhance access to resources and support networks for individuals in need.
* Implementing proactive measures of identifying individuals at risk of falling into arrears.
* Fostering a culture of responsibility and compliance through community engagement and educational initiatives.

**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
* We show that we value our differences and treat people fairly

**Generic Skills**

**Communication:**

Good literacy and numeracy skills to undertake calculations and produce letters and other documentation

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Analytical Skills:**

Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

Ability to present information using simple descriptive statistics, mathematical averages, percentages, appropriate tables and charts.

**Planning and Organising:**

Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.

**Problem Solving and Decision Making:**

Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical, and acceptable solution.

Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken

**ICT (Information & Communication Technology) (Information & Communication Technology) Skills:**

Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.

**Technical Requirements (Role Specific)**

Working knowledge of Council Tax and Benefits legislation, policies, and procedures.

Hold a full driving licence and have access to a vehicle, for which casual car user allowance is payable.

Consent to and apply for an enhanced DBS disclosure