

# Role Profile

## Role Title: Financial Wellbeing Team Leader

**Business Area:** Customer Service

**Department/Team:** Customer Engagement Team

**Reports to:** Financial Wellbeing Team Manager

**Direct Reports and span of control:** Financial Wellbeing Officers/In to Work Officers

**Dimensions (budget holder, level of contract/systems etc responsibility):** Budget monitoring, contract relationships

**Created/Reviewed date:** November 2019

To lead and develop a team of officers delivering financially wellbeing, and into work service to include digital, financial and employability support to customers. Providing community-based support and advice service to people whose lives are affected by welfare reform or who are financially excluded. To work positively and collaboratively with a network of teams within Aster and external stakeholders and partners

### Key Accountabilities

- Manage and maintain an effective team of financial wellbeing officers. Coach, support and lead on advice and guidance offering daily intervention and technical expertise on complex cases, especially when delays in benefit claims can impact on customers rent and income to the business.
- Being accountable for 6/7 officers across two regions. Robustly monitor team performance through regular 1-1's with the officers, supporting team to provide a high-quality financial wellbeing service. Manage all staffing issues successfully and according to the Aster Way. Work with the team manager to develop and embed efficient case management practice, including case reviews and audits.
- Working with the team manager to develop and promote the service and responding to both internal and external influences. To ensure team direction and priorities are adhered to.
- Support team manager to develop and then maintain an effective and efficient team and ensure officers work towards achieving the financial wellbeing objectives within the Corporate, Landlord and Foundation Strategies.
- Be responsible for guidance to the financial wellbeing officers on changing policies and legislation relating to the rules for assessing entitlement to welfare benefits these include both legacy and universal credit.
- Ensuring the team are complying with all job-related policies, procedures and regulations and hold responsibility for the health, safety and welfare of the financial wellbeing officers.
- Maintain a full staffing level by managing and completing all aspects of the recruiting process utilising Networx.
- Maintaining and developing existing external partnerships and stakeholder involvement including local relationships with DWP from an operational delivery position.
- Be responsible for ensuring that budgets are focussed on areas of highest priority and achieve value for money.

# Role Profile

## Experience and Qualifications

- Experienced or ready to lead successful teams in a supportive style, inspiring and motivating people to reach high levels of achievement.
- Experience of building strong working relationships with customers, colleagues and external partners.
- In depth knowledge of the benefit and universal credit systems and the employability landscape.
- Experience of developing and delivering customer focused support services and responding positively to change and challenges.
- Track record of partnership working achieving measurable outcomes.
- Experience of performance management
- Experience of risk management.
- Strong literacy, numeracy, presentation and IT skills
- Positive attitude, agile thinker and adaptable
- Goal and achievement orientated and committed to continuous improvement
- Committed to progressing ideas and projects and meeting deadlines
- Self-motivated and committed to working collaboratively.
- Educated to “A” level standard or equivalent, evidence of continuing professional development.
- Management or leadership qualification or prepared to study