

Screening and Business Operations Manager

Salary Range: £39,336 - £44,878

Grade: Zone 3 Level 2

Location: 5 Pancras Square N1C 4AG

**Reports to: Local Welfare
Assistance Programme Manager**



Purpose of the role

Ensure that the team runs smoothly, and our clients are connected with the right support within the right time frames.

About the role

As a **manager**, you will have responsibility for **1 or 2 staff** members depending on service needs. Between you and your direct report(s) you will be responsible for managing demand into the service and ensuring we achieve our SLAs for contact times with our clients.

You will **screen and triage applications coming into the service via our CRM, allocating to cases to the right teams** and officers in line with guidance agreed with managers across the service. This process will involve supplementing information on application forms with additional information from Council benefits and revenues systems, and will often require calling residents back to gather further information from them.

You will **judge when client demands are urgent**, and in those cases, you will process discretionary HSF or Cost of Living Fund awards directly.

You will manage the **service email inbox**, ensuring that queries are dealt with in a timely manner and that staff in the service are easily able to see emails relevant to their case work, in manner agreed with other managers.

You will liaise with **Contact Camden colleagues**, ensuring staff on the Welfare Support Team have all the information required to provide a high level of support to clients phoning in, and that there is a smooth process for handing over urgent queries to the right staff members.

You will **manage our referrals platform Plinth**, ensuring referrals made through the platform are high quality and are being picked up by partners. With your manager you will work with partners and Plinth to make improvements to the processes.

You will be responsible for **working to targets** set by your manager, the Local Welfare Assistance Programme Manager, and **for motivating and enabling your direct report(s)** to reach these targets.

You will be the **point of contact for Members' Enquiries and Complaints teams** – picking these up, assigning them to the appropriate staff, and ensuring timely handling of them.

You'll work with your manager and colleagues to **continually reflect on impact of our approaches** and propose new approaches where needed.

You will support your team to **recognise when their clients may need further support from the advice teams**; and support them to make quality referrals to this team. You'll support them with shadowing and training opportunities so that they can pick up elements of advice work, for example completing financial statements and completing benefit calculators.

You'll be part of a team that **works in the open: regularly presenting at "show and tell" meetings** and supporting your team to do the same, so that colleagues across the Council understand our work and we're continuously building partnerships.

You'll work with colleagues to **continuously improve our service** – taking feedback from clients, staff, partners and making appropriate changes.

This role will make an immediate difference for some of the most vulnerable members of our community.

About you

You have

- Good **management skills**, capable of motivating and developing a new team
- Experience running **busy, operational teams** – a comfort working in target driven contexts, and able to balance the needs of each resident with the need to keep a service flowing smoothly
- Good knowledge of **revenues and benefits context** in order to be able to screen applications appropriately
- Ability to **self-organise and juggle multiple priorities**
- Excellent **communication skills**, being able to represent the service to a range of stakeholders including email and phone contact with high needs clients
- Demonstrates a **high level of ambition to build a service operating with empathy** as well as a desire to support vulnerable or disadvantaged people
- Combination of **strategic and operational delivery skills**: the ability to implement operational change in response to strategic direction
- A good **understanding of the support available in our communities**, including both statutory and VCS provision. Existing relationships with Voluntary sector groups in Camden is desirable.
- A good understanding of **digital products**, able to help us shape case management tools to better serve our needs.
- An ability to make **robust decisions under pressure**.
- The ability to lead in **sensitive situations**, demonstrating a high level of empathy and with a strong ethical approach.

Other important information...

People management

This role will have direct line management of ca. 1-2 staff.

Work environment

This role will be based in our lovely 5 Pancras Square Offices. Staff in our team will be expected to be present in the office or a community location for a minimum of 2 days a week.

Who you will be working with

You'll be joining a wonderful team of assessors and will be reporting to the local welfare assistance programme manager.

The application process

We know applying to jobs can be intimidating, time-consuming and stressful. We know that often those with all the skills to be brilliant don't apply, or aren't given the chance to demonstrate their full potential. To take some of the stress out of the application process, we're taking some steps outlined on our [recruitment website](#).

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

