

## **Tackling poverty team manager**

**Job Grade:** Level 4 Zone 1

**Salary Range:** £43,004 - £49,131

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

Camden is seeing increasing poverty with residents facing increasing debt, loss of income and increases in the cost of living. Approximately 20,000 people are on Universal Credit with a further 18,000 on legacy benefits and many different households are struggling. It has never been more important to ensure people have access to good support, advice and information to allow them to make decisions about their lives. Our Tackling Poverty team work tirelessly to understand our communities here in Camden, and to help people access the support they need as quickly and easily as possible, helping keep people on track. Our team is passionate about the difference we can make in people's lives, ensuring no one is left behind.

### **About the role**

As a senior member of this team, this role will support and develop a diverse team to ensure that our welfare support reaches those who need us the most. This includes providing a wraparound service for those in need, this role will be pivotal in taking a holistic approach to how needs are met – looking at the whole person and engaging the right services at the right time to make sustainable change.

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

### **About you**

Camden are looking for an individual with;

- Excellent, well developed leaderships skills, capable of motivating and developing a new team.
- A strategic thinker, with strong operational delivery skills, capable of implementing operational change in response to strategic decisions.
- A good understanding of the support available in our communities, including both statutory and community based (3<sup>rd</sup> sector) support.
- Demonstrates a high level of ambition to build a service operating with empathy as well as a desire to support vulnerable or disadvantaged people.
- Excellent communication skills, able to negotiate and influence stakeholders at a senior level both internally and externally, building strong and lasting relationships.
- A good understanding of systems, able to help us shape the case management tools we are using to better serve our needs.
- Experience of navigating complex organisations to get things done, working independently within their own scope of operation.
- 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
- Experience of project or programme leadership, including working and presenting to multiple governance layers.

Below are example outcomes or objectives that this role will deliver;

- Leading and motivating a relatively new team of staff and supervisors, translating strategy to help set the team's objectives.
- Proactively developing the strategic service offer, ensuring a high level of wrap around support is offered to residents, in particular vulnerable people.
- Providing leadership and co-ordinating with multiple heads of service to ensure a cohesive service offer is made in a timely manner.
- Responding to queries from councillors and other politicians relating to the Cost of Living work.
- Ensuring good management of high volumes of sensitive information, ensuring data is accurately collected and maintained, and that data is fed back into national systems.
- Keeping pace with fast changing government advice and policy.

**Work Environment:**

This role will be based in lovely 5 Pancras Square Offices though like many council teams we are currently mainly working from home. The post holder may be required to work in a variety of teams and workplaces.

**People Management Responsibilities:**

This role will have direct line management of a team of 6-10 staff

**Relationships:**

Working most closely with the service manager for the Welfare Support service, you will be a key part of the Contact Camden team. You will support the Team Manager, Service Manager and Head of Service, as well as supporting the Welfare Team. You will also work closely with key colleagues from the Supporting People and Supporting Communities directorates.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we support people, and we'll redefine what a career can be.

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

**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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and 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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,