

# Financial Resilience Team Manager

**Salary Range: £47,394 - £54,222**

**Grade: Level 4 Zone 2**

**Location: 5 Pancras Square N1C 4AG**

**Reports to: Debt Prevention  
Programme Manager**



# Purpose of the role

Design and deliver the new financial resilience function, creating a culture of continuous improvement and leading on data-led early intervention campaigns.

## About the role

**Service design.** As a senior member of the team, you will report to the Debt Prevention Programme Manager and work with them on shaping the new advice function. You'll lead the team of financial support co-ordinators, shaping their roles and building their skills. You'll use your knowledge of effective money management and advice interventions, to design support models and train staff.

**Line management.** You'll provide line management to financial support co-ordinators and over time create and appoint to senior financial support co-ordinator posts, creating development opportunities for your team.

**Coaching:** You'll develop a coaching model for the whole Money Advice service. You'll work with partners in Camden (including social care teams) and external experts to create a coaching model which managers in the service will follow to ensure we're providing quality supervision for our frontline staff and setting a culture of continuous learning and improvement across the whole service.

**Stakeholder engagement.** You'll work with other managers and service designers to create a programme of regular service "show and tells", ensuring staff across the service are regularly presenting their case work to a wider audience. You'll ensure staff not only present case studies but are supported to reflect on what the learnings are from this work to drive wider change, in the service and across our colleagues and partners. You'll present the teams work at external events demonstrating how we are moving beyond traditional advice models.

**Early intervention and prevention.** You will work closely with data and design colleagues to identify, test and deliver proactive campaigns, ensuring we are making use of council data to reach those who are at risk of debt. You will ensure these campaigns have maximum impact in terms of income maximisation for residents as well as improved engagement and collection rates for revenues teams. You will adopt a test and learn approach, and work with colleagues to ensure we are successful in articulating the impact of these campaigns and adopting learnings into wider service transformation.

**Policy.** Lead work with our colleagues in benefits and other welfare rights teams to understand and mitigate the impacts of welfare reform on Camden communities, with a particular focus on managed migration.

# About you

## You have

- Excellent, well-developed **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
- 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
- Good working knowledge of **welfare benefits and debt policy context**, with the ability to use this knowledge to spot campaign opportunities
- Comfort working with **data and understanding of how to apply control testing approaches** to demonstrate impact of interventions
- A good **understanding of the support available in our communities**, including both statutory and VCS provision
- 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 **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 a team of 6-10 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 welfare advisors, debt advisors and financial support co-ordinators. You'll be reporting to the debt prevention 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](mailto:resourcing@camden.gov.uk)

