

# Debt Prevention Programme Manager

**Salary Range: £58,184 - £67,886**

**Grade: 5.2**

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

**Reports to: Zoe Tyndall, Head of  
Debt and Financial Resilience**



# Purpose of the role

Lead the design and delivery of our debt prevention service and work with revenues teams across the Council to improve the resident experience of debt collection.

## About the role

### 1. Lead new debt prevention service

You will lead the creation and delivery of Money Advice Camden's new advice function, bringing together local welfare assistance, money management, debt and welfare rights advisors to create a multi-disciplinary team which proactively supports households in or at risk of debt.

You will have three direct reports; and ca. 15 frontline advisors. Advisors will work with clients on an individual basis, helping them to understand their finances, manage debts to the council and other creditors and access all of the benefits and grants they are entitled to.

The team will be a targeted service – residents will not be able to apply directly, but will be referred by Money Advice Camden's local welfare assistance team, or contacted via proactive campaigns.

Your team, supported by our policy researcher, senior data analyst and data apprentice, will use council data sets to identify residents who are at risk of or in debt, and make proactive contact with these groups.

You will work closely with the Local Welfare Assistance Programme Manager on the smooth running of both sides of the service; together setting and meeting key targets; ensuring that staff have the tools and support they need to work effectively; and that we maintain strong relationships with our advice partners.

You will set a culture of continuous improvement in the team – working with our service designers to adapt our work, and use a coaching style to support your managers, and support them to support advisors.

You will lead a practice of working in the open – supporting your team to regularly present at “show and tells” - giving frontline advisors the chance to reflect on their work to a broad audience and build partnerships across the Council.

# About the role

## 2. Programme leadership debt transformation

You will also work with revenues teams across the Council, co-ordinating the Council's efforts to model best practice in public sector debt collection.

Your programme leadership role will focus on service redesign: understanding where the pain points are in debt collection, from both a resident experience and a Council income perspective, and co-ordinate teams to deliver the service transformation required to tackle these.

The priority issue for our leadership team is a corporate debt approach – exploring how revenues officers can collaborate more closely around residents with multiple council debts.

Supported by service designers in Money Advice Camden and revenues colleagues across the Council, you'll guide this programme of work, and work with the Head of Service in reporting back to the Council's Management Team and lead Member for Finance.

You will represent the London Borough of Camden at local, sub-regional, regional and national meetings and on bodies and forums and support the Head of Debt and Financial Resilience on other poverty, debt and welfare related work as needed.

# About you

## Experience

Experience of leadership of operational services, ideally of revenues, debt or welfare rights teams

Experience of leading organisational change, using service design and test and learn approaches

Experience of leading relational, inclusive teams; a natural coaching style and understanding of how to support diverse teams to flourish

## You have

- Policy understanding of debt collection and debt management
- Strong stakeholder engagement, communication and collaboration skills
- Political astuteness – ability to turn political direction into effective programme delivery
- Understanding of governance, budget and risk management
- Understanding of national policy debates around welfare and economic inequality, entrepreneurialism and creativity to imagine how to use the team's resources to test interventions to support policy change

# Other important information...

## People management

Responsible for direct line management of the following:

- Financial Resilience Team Manager
- Senior Welfare Rights Advisor
- Senior Debt Advisor

## 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 Zoe Tyndall, Head of Debt and Financial Resilience.

## 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)

