

Screening and Operations Team Manager - Job Profile

Job Grade: Level 4, Zone 1

Salary Range: £44,579 - £50,706

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.

The twin impacts of the housing crisis and more recently the cost-of-living crisis is pushing more and more of our communities into financial distress and to debt.

The numbers are stark: private renters in Camden spend 65% of the median income on rent. Over 7,500 households are waiting for social housing and over 600 are homeless in Temporary Accommodation. 40% of children in Camden live in poverty after housing costs.

20% of working age people in Camden are termed economically inactive. The welfare system which should be not only a safety net, but a springboard, helping people out of poverty, now just traps many in.

About the team

Money Advice Camden is a new service inspired by a desire to tackle these problems, and by Camden's missions. We want to ensure that everyone in or at risk of debt can get the financial support they need to be financially secure. We're creating a new team of ca. 40 staff with skills across benefits, debt advice, financial support, data, design and innovation. We'll use data to identify those at risk of debt, intervene early with non-judgemental, relational support to help people get the support they need before they reach crisis point.

We have a target of supporting 10,000 households to better understand their finances, claim what they're owed, and manage any debts.

Our long-term goal is to make contacting the council about money a stress-free experience. We'll aim to achieve this within our service, then work with colleagues across Camden and across the sector, to understand which policies and systems need to change to scale this.

We're building our new team and looking for people who are excited by our vision and want to help lead the change in how Councils operate. You don't need to have experience working in Councils to apply - we'd like people who are up for building something new, love working with people, are

empathetic and non-judgemental. For our advisor roles we'll look for specific experience in the sector; for assessor and co-ordinator roles you don't need experience of financial support work. We're interested in all types of relevant experience - maybe you've experienced debt or financial hardship and can bring your experience to help others. Or you may have worked in support roles in other contexts and settings.

About this role

The Screening Team Manager is a key role within Money Advice Camden. A significant proportion of the residents we support will have their first contact with our service via the Screening Team.

As the team manager you will have **responsibility for two members of staff**. You will work collaboratively with your team, and Money Advice Camden to be responsible for developing operational strategies and processes to manage a high service demand through multiple channels with the desired outcome of meeting resident needs, efficiently and holistically by the most appropriate team, service or organisation.

You will play a key role in **enhancing operational efficiency**, supporting service initiatives and developing your team to consistently implement these improvements. You will use your specialist welfare rights knowledge and experience, operational expertise, leadership skills and strategic thinking to continually develop the service.

You will lead on the review and **improvement of operational processes**, identifying inefficiencies, streamlining workflows and working with managers to improve productivity and outcomes for residents.

You will use welfare right knowledge and expertise to **develop and deliver a comprehensive triage process for inbound money advice referrals**. The success of the process relies on clear communications and collaboration across the service. You will coach and develop your team to deliver these processes.

You will understand key performance indicators and work in partnership with the Senior Data Analyst to **produce regular insights** for the team, service and wider organisation including senior leadership.

You will contribute to **identifying potential risks to service delivery**. These will range from changes in national and local policy to identifying trends within the borough and inbound service demand.

About you

The successful candidate will have:

- **Significant experience of leading**, managing and mentoring in busy operational teams, creating a positive and collaborative work environment

- **Significant knowledge and experience of delivering welfare rights advice, undertaking casework, conducting negotiation** on a broad range of benefit issues that can be applied to developing screening strategies and processes for inbound resident contact
- 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
- **Excellent communication skills**, able to negotiate and influence stakeholders at a senior level both internally and externally, building strong and lasting relationships.
- **Ability to develop strong relationships with multiple internal and external partners** through regular, consistent engagement, empathy and understanding of their services to implement processes that work for all.
- 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.
- **Uses data to inform decision making**, improve processes within the service and for better outcomes for residents

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 direct line management of at least 2 staff

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). 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 or post to 5 Pancras Square, London, N1C 4AG.