

## **Job Profile**

**Job Title: Head of Debt and Financial Security**

**Job Grade: Level 6, Zone 2**

### **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 improve the lives of our citizens. We Make Camden outlines our vision to ensure that everyone in Camden can access the support they need to avoid debt and achieve financial security.

The role of Head of Debt and Financial Security, reports into the Director of Equalities and Community Strength. The role sits within the Corporate Services Directorate.

### **About the role**

We Make Camden outlines our vision to ensure that everyone in Camden can access the support they need to avoid debt and achieve financial security. The Cost of Living Crisis has deeply affected our communities in Camden, and makes our work on debt and financial security more important than ever. As an organisation, we have committed to taking a missions-based approach to tackle the most pressing issues in our community, and explore new ways of working to address these issues part of this vision, we see our work on debt and financial security as a shared endeavour with the community, partners and Council working side-by-side to understand complex problems and seek solutions together. We now are at a pivotal point in our work on debt and financial security and we need strong operational and strategic leadership to help us both achieve our strategic vision across partners, and ensure excellent operational service delivery to meet residents' needs.

We are looking for a strategic leader with specialist knowledge of debt, welfare and financial security. We want to move to preventative work around resident debt and financial security - providing residents struggling financially with the means to live good lives and fully participate in society in a more sustainable way and this role will lead this important agenda. We are looking for a relational leader who can reconcile kind and empathetic practice, with the challenge of collecting income. We are looking for a collaborative leader who is able to work across Council services, Directors and VCS partners. The Council's work on debt, financial security and welfare is jointly led by the Director of Finance and Director of Equalities and Community Strength – the role will work closely and collaborate with both Directors and Directorates. The role will ensure both excellent operational service delivery with a culture of continuous improvement, and provide cohesive strategic leadership to drive forward our strategic work on debt and financial security.

An understanding of, and openness to digital and design led ways of working will be key – the role will be required to support and lead design-led work across Camden informed by data and evidence. Collaborative design-led work with residents and staff is happening across Camden currently informing a review of the housing allocations service, the customer experience for citizens contacting the Council across services and the Council's approach to preventative work across services.

As a senior manager, this post holder will:

- Have strategic ownership on Camden's ambitious vision and strategy on resident debt, financial security and welfare
- Lead operational services to ensure excellent services, a culture of continuous improvement and an easy to navigate journey for residents looking for support to manage their financial situation.
- Inform continuous improvement and define outcomes-led preventative approaches using data and evidence
- Work with other Heads of Services to implement an improved and relational debt and welfare offer across the Council
- Help design and deliver a new holistic financial support offer for residents, which brings together a broad offer of support for residents facing financial hardship
- Provide strategic advice on current and emerging legislation and government policy to Senior Officers and Directors, including Camden's Management Team, and Elected Members
- Build strong partnership relationships with VCS organisations and co-ordinating effective support
- Horizon scanning for best practice around debt and welfare
- Have budget management responsibility
- Overall responsibility for policy around how the Council supports people in financial hardship in a kind and empathetic way, while balancing the need for the Council to collect income

### **About you**

- Track record of strong and effective leadership, with proven ability to provide vision and direction to diverse individuals and teams so as to gain ownership and commitment particularly in a high pressure service
- Able to demonstrate a track record of strategic planning and the delivery of high quality customer focused services particularly in areas related to debt, advice, income maximisation and customer services.
- Experience of strategic leadership, service ownership and mission-led policy development
- An excellent understanding of relevant legislation, statutory guidance and national policies relating to debt and welfare
- Ability to work across and build strong relationships with Directors, services and elected members
- Ability to build strong and collaborative relationships with VCS organisations supporting residents with welfare and debt

- Ability to work in an agile way – ability to work in a fast-paced, evolving environment and use an iterative method and flexible approach to enable rapid delivery and innovation
- Strong understanding of digital, technology and data perspectives – you are able to understand the variety and complexities of digital and data contexts, leverage the power of digital and data enabled services and design customer experiences accordingly.
- Understanding of user-centred design and agile ways of working
- Will have a strong track record of working across multiple projects that have delivered new products and developed services at different stages of the delivery cycle.
- Will have a strong focus on wellbeing and creating psychological safety within the team and in projects, recognising this as an essential condition for delivery
- Will take responsibility for agile practice in the team, embracing cultural change and new ways of working (something around challenging the status quo)
- Strong understanding of the diversity of residents, and empathy for residents needs and situations

### **People Management Responsibilities:**

The role will be required to manage operational teams who support residents in Camden with debt advice and welfare, this includes management of a growing team within the council/

The role will also be required to support the set up of a new holistic financial support team, supporting residents with complex debt with wrap around support.

### **Work Environment:**

- The post is based in an open plan office situated at 5 Pancras Square where flexible working is the norm.
- The role will involve travel to meetings at different venues within and outside the borough.

### **Relationships:**

The role will be expected to develop and sustain effective partnership relationships with a range of stakeholders including Directors, Elected Members and the VCS.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

**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. 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.