

Job Profile

Job Title: Personal Financial Service Manager
Job Grade: Level 5 Zone 2
Salary Range: £59,759 - £69,584

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. We're not just home to UK's fast-growing economy, we're also 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.

This is a great opportunity to work with teams across Adult Social Care to ensure that people without capacity to manage their own finances are supported effectively, with a focus on what matters to them, we respond to changes in legislation and policy and meet the ambitions set out in Supporting People Connecting Communities

You will do this by further developing our approach to personal financial services, ensuring that we can develop our approach to personalised care and support, whilst effectively monitoring the impact and outcomes of the support we provide to people without capacity to manage their finances. The Personal Finance Service Manager plays leading role for the council in ensuring that people who are unable to manage their own finances are supported to do so in ways that keeps them safe and enables them to lead independent, healthy lives.

About the role

The Personal Finance Service Manager will lead, have strategic oversight of and co-ordinate activities to establish and ensure effective management of the Adult Social Care Personal Finance Service. The post holder will play a key role in ensuring that we manage the finances of the people without capacity in a way that is focussed on their wellbeing, what matters to them, and their safety. The role will develop and deliver specific advice and guidance to staff across Adult Social Care on personal financial services. They will support development of monitoring quality through assurance systems and processes. The post holder will be responsible for monitoring compliance with all key ASC policies and protocols relating to personal financial services, making recommendations for change to heads of service and directors.

Key roles and responsibilities:

- To lead on all matters relating to Personal Finance Services for the Council, representing the council at regional and national level on matters related to the role.
- To line manage the PFS team manager and Public Health Funerals Specialist Caseworker
- To manage oversight of the Personal Finance and staffing budgets
- To lead where complex cases/issues are identified, dealing directly with residents and their relatives, professionals and practitioners, senior management, leadership and members to resolve issues.
- To analyse performance indicators, trends and information from current activity, from a variety of sources including consultation, case reviews, and resident surveys, taking necessary action to ensure that heads of service are aware of any issues, and then implementing plans to address them.

- To ensure that Personal Finance systems, policy and process are in place to deliver an effective and efficient service that complies with the Council's obligations under the Care Act, Office of the Public Guardian, Mental Capacity Act, Public Health Act 1984 and other relevant legislation
- To provide expert advice, support and challenge on the Council's statutory obligations in the application of Personal Finance policy and procedure and to practitioners and their managers, senior leadership and stakeholders at all levels to improve services, protect public funds and manage risk.
- Undertake a review of the service to ensure it and the roles within it to ensure that it meets the needs of Camden's population and complies with the Office of Public Guardian standards.
- To lead and manage the Public Health Funerals Service, overseeing the funerals contract monitoring.
- To provide expert advice, support and challenge on the Council's statutory obligations in the application of Section 46 of the Public Health Act 1984 for funeral administration.

About you

You will be someone who can develop and promote the effective use of Personal Finance tools and techniques and lead on the presentation of reports to managers and staff to ensure that performance is appropriately measured against key performance indicators, targets and standards.

Technical knowledge:

- In-depth knowledge and understanding of:
 - financial management under the Mental Capacity Act 2005
 - section 46 of the Public Health Act 1984 (control of diseases)
 - the Office of Public Guardian standards for Deputy property and affairs management
 - the management of welfare benefits, Department of Work and Pensions and HMRC tax matters
 - local government financial regulations and structures
 - financial and budget monitoring
 - key legislation and policies for ASC including the Care Act 2014, Mental Capacity Act and Safeguarding Adults
- Knowledge of approaches to successfully managing change.
- Knowledge of data protection, information governance and GDPR where relevant
- Report writing and presentation skills
- Contract management tenders and monitoring

Experience requirements:

- Experience of leading a team dealing with financial management.
- Collecting, collating, analysing and presenting data to improve service performance
- Delivering complex pieces of work in a local government (or similar) setting
- Working collaboratively with a range of stakeholders including residents and senior leadership
- Experience or understanding of Adult Social Care practice and legislation.
- Evidenced financial skills and accounting for public funds; high level of numeracy, working accurately demonstrating attention to detail
- Preparing and presenting complex reports to a wide range of key stakeholders
- Managing large scale, complex pieces of work that reach across a number of service areas with a range of stakeholders
- Managing organisation change processes

Work Environment:

The post holder is required to:

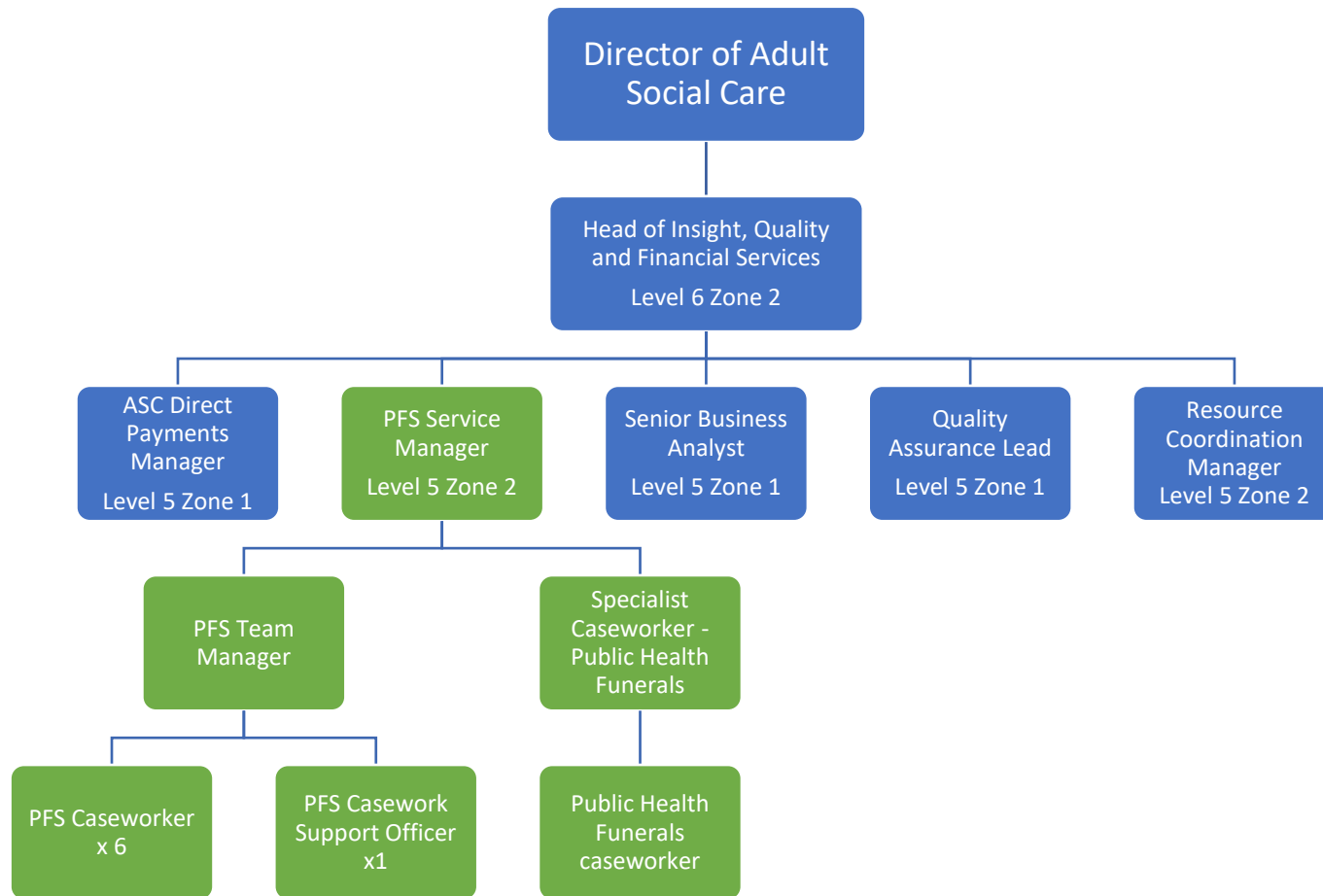
- Work flexibly, as per the council's agile working policy.
- Be based in 5 Pancras Square, but is also expected to travel to various locations in which services are located.
- Attend meetings with key stakeholders at other premises or other council offices.

People Management Responsibilities:

The role will lead a service of 10 officers, providing direct line management support to the PFS Team Manager and Specialist Caseworker for Public Health Funerals. The role also provides specialist advice and support to the whole team where required. The role will work with the service to develop a strong and effective team dynamic. The post holder will promote and embed a culture of continuous learning and collaborative working with internal and external partners.

Relationships:

- You will report to the Head of Insight, Quality & Financial Services and will have close working relationships with all ASC Heads of Service and the Director of Adult Social Care.
- You will build collaborative relationships with staff across Adult Social Care and Camden and Islington Foundation Trust
- You will present reports to Supporting People Directorate Management Team, and Corporate Management Team.
- You will collaborate with senior colleagues and other key stakeholders, to identify areas of improvement based on findings from Personal Finance activity so that practice and outcomes can be continually improved
- You will work collaboratively with residents, practitioners and managers to evaluate systems and amend where necessary
- Build collaborative networking with other Local authority's teams and Association of Public Authority Deputies membership
- You will share information on outcomes and quality with those who draw on Personal Finance and the wider public
- You will work with Heads of Service to identify areas for improvement in their service areas relating to Personal Finance and self directed support



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

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.

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