**Job Profile Information: Universal Credit Project Manager**

**This supplementary information for *Universal Credit Project Manager* is for guidance and must be used in conjunction with the Job Capsule for**

**Level 4, Zone 1, Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To co-ordinate preparations for the roll-out of Universal Credit across Camden by understanding the likely impact and working with services, Job Centre Plus, landlords and voluntary sector partners to understand and develop the local support offer.

To support implementation of the revised Local Welfare Assistance Scheme including liaison with advice agencies, local grant giving charities and internal services.

To lead and co-ordinate all awareness raising, training and communication activity.

**Example outcomes or objectives that this role will deliver:**

To be a single point of contact on all issues relating to Universal Credit, developing expertise and sharing best practice.

To understand the risks of Universal Credit for the authority, residents and wider community and co-ordinate work to mitigate them.

To design the support to be offered to Universal Credit claimants as part of Universal Services Delivered Locally (USDL) including the provision of budgeting support and digital access.

To work with Job Centre Plus, council services, advice agencies and other stakeholders to ensure a co-ordinated response to residents affected by the roll out of Universal Credit.

To produce publicity on Universal Credit via the Camden Web Site and Council publications.

To co-ordinate and deliver training and awareness on Universal Credit to staff and other stakeholders.

To co-ordinate the implementation of the revised Local Welfare Assistance Scheme, liaising with advice agencies, local grant giving charities and internal services to establish new processes and raise awareness of the support available. This will include supporting the procurement of a delivery partner for the scheme.

To work with Housing staff to understand the implications for rent collection for tenants in receipt of Universal Credit and apply best practice to minimize risk.

To work with the data analysis team to prepare statistics and analytics on Universal Credit for Members and Senior Management.

**People Management Responsibilities:**

None

**Relationships;**

The post holder will regularly liaise and work in collaboration with the following:

**Internal:**

Members

Senior Management

Benefits, Contact Camden, Housing and Welfare Rights staff

All Camden Staff

**External:**

DWP JobCentre Managers at regional and local level

Advice Agencies and Charities

Landlords

Other local authorities and social landlords

**Work Environment:**

Office/Home based but attending meetings throughout the Council area. Some evening meetings may be required.

**Technical Knowledge and Experience:**

Knowledge of welfare benefits especially Universal Credit

Experience of working with advice agencies and partners and co-ordinating multi-agency responses

Experience of presenting complex information to members, senior managers and staff at all levels

Experience of producing publicity and delivering training for a wide range of audiences

Experience of producing statistics and analysis in a range of formats.

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>