**Job Profile**

**Job Title:** Welfare Rights Team Manager

**Job Grade:** Level 4 zone 2

**Salary Range:**

**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 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 Landlord Services welfare rights team provides benefits and debt advice to council tenants and hostel residents and to the staff from across the council who work with them. The Camden Plan says “we will fight inequality and the barriers it creates by working with individuals, families and communities to open up the opportunities they need to get on in life.”. The team contribute to this aim by helping tenants to become more financially resilient. The extra income the team generates for individuals helps them to pay their rent and this helps fund the housing services that benefit all tenants and make communities stronger.

**About the role**

The welfare rights team manager coordinates the work of the team ensuring strong collaborative working relationships with neighbourhood housing teams and partners, high standards of professionalism, and that the service remains resident and outcome focussed. The team can maximise its impact through supporting other frontline teams to develop their knowledge and skills, and organising and delivering training is often an important part of this role.

Managing a team of benefits and debt advisors means that you will need to keep abreast of key changes in government policy, the law, and regulations to keep your team up to date. It will also be your responsibility to ensure that your team have the information and training they need to provide high quality advice and to deliver training. You will support them with more complex casework and carry out case audits and supervision to check that work is of the required standard.

**About you**

You will have:

* Proven knowledge of social security law and related legislation to upper tribunal level in areas including means tested and non means tested benefits such as disability related benefits, housing benefit, tax credits, universal credit, welfare reform and related legislation, policy, and administration.
* Proven knowledge of debt advice and debt tools including insolvency options available to residents in priority and non-priority debts.
* Experience providing benefits and debt advice and casework. You will have been trained by a known professional welfare rights organisation which could, for example, have been Advice UK, the Child Poverty Action Group, Shelter, Citizens Advice, Rightsnet, or the Institute of Money Advisors.
* Understanding of the wider economic and social issues that can affect residents in council homes and hostels
* Strong analytical and numeracy skills to enable assessment of entitlement to benefits and debt solutions and to do benefit calculations and checks and to oversee local welfare fund spending
* Excellent written and verbal communication skills including the ability to advocate on behalf of clients, undertake negotiations, and present complex information in clear plain English
* The ability to provide coaching, training and support
* The ability to manage and supervise a team of benefit and debt advisors, ensuring work is of a high standard and advisors are supported with complex casework.
* The ability to liaise with the developer to ensure the team case recording database is fit for purpose, to analyse system data and produce reports
* The ability to build and maintain strong links with other teams and services across and outside the Council to develop partnerships that benefit council tenants
* This role is subject to an enhanced DBS check

**Work Environment:**

The role is partly office based with a team base at 5 Pancras Square. The team has not yet returned to office-based working after the pandemic, and you will be part of the conversation about how the team works in future.

The post holder will be expected to:

* Work with a range of internal and external services on policy and service delivery issues including the Benefits Service, the local DWP and Inland Revenue and creditors
* Spend part of the time based with local neighbourhood teams
* Visit clients at home or interview face to face in the office environment or over the phone when this is necessary
* Work flexibly across the service and council responding to changes in demand; moving location to achieve a seamless response
* Manage and maintain a constantly varying workload, handling changing or conflicting priorities
* Attend outreach sessions and events to promote the service

**People Management Responsibilities:**

This role will be responsible, with the substantive postholder, for managing a team which currently consists of five benefit advisors and two debt advisors

**Relationships:**

We are more effective when we work together and share ideas. Part of your role will be to ensure the team has strong links with other teams and services especially those who may be working with the same clients or who provide services that may benefit them. This will include Neighbourhood Housing Officers, the Benefits Service, Early Help, Adult Social Care and Inclusive Economy as well as other landlord services teams and managers.

As a manager part of your role will be to ensure that the team’s data and insights inform the Council’s broader strategies for addressing inequality and social and financial exclusion. You may need to brief senior managers or Councillors.

We can reach more tenants through communications than we can through casework. Your role may involve drafting news items for the tenant newsletter, text for the website or guidance notes and training materials for staff and you will need to work with communications and service development staff.

Our neighbourhood housing officers are our customers as well as the residents they work with. Your role will be to ensure that, in addition to the more complex casework they take on, the team support NHOs to provide good quality advice on money issues.

**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](http://camdocs.camden.gov.uk/HPRMWebDrawer/Record/8081811/file/document?inline).

**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,