



## Job Description

<b>JOB TITLE:</b>	Financial Inclusion Manager
<b>LOCATION:</b>	Newlon House, 4 Daneland Walk, London N17 9FE and other Newlon managed facilities
<b>SALARY:</b>	£44,014 per annum plus eligibility for Performance Related Pay
<b>REPORTING TO:</b>	Assistant Director of Housing (Income)
<b>RESPONSIBLE FOR:</b>	Financial Inclusion & Welfare Officer; Information Advice and Guidance Officer

### A MAIN OBJECTIVES

The role:

This is a new specialist role, and we are looking for the **Financial Inclusion Manager** to provide operational leadership of our network of support for residents facing financial hardship, developing, and growing our existing systems of support and signposting.

This is an exciting time to be working at Newlon and we need someone who is motivated with kindness, empathy, and determination to make a difference in our residents' lives. Somebody who seeks new opportunities, benchmarks with best practice in the sector, and who can take a lead on finding improved ways of working that galvanize our colleagues across Newlon.

Our goal is to be easy to deal with, trusted and empathetic to our residents facing financial hardship. Our service improvement programme Trust Newlon needs all departments to work closely to deliver our shared goals. You'll need to be a great team player in this role and work closely with our Income, Lettings and our Communications teams to ensure that residents know about the service, and that we are there to help.

You will need to work with our partner contractors, other agencies and local authorities to help support our vision.

We are looking for an energetic and inspirational leader to join our team to help us bring this to life and to take the team along on the journey.

### **What you need to know about the role**

You will lead, review and update Newlon's support which we deliver in these key ways:

- Immediate welfare advice, support, and casework
- Longer term skills and employability information, advice, and guidance
- Emergency hardship fund fundraising and delivery – helping residents in an emergency, and with support around essential living costs or items
- Researching, signposting, and sharing other support channels across Newlon

These add up to ensure an effective and proactive support and signposting for residents facing financial hardship

Working collaboratively across Newlon, you will advocate for your cohort of residents with different teams and share your successes within our performance framework ready to report to our executive and board who are passionate about this area of our service delivery.

Newlon Gold outlines our service standards based on the objectives of reliability, consistency, and speed as well as respect and empathy for the individual customer. All Newlon colleagues put customer service at the heart of their work by building the standards and objectives of Newlon Gold into their day-to-day work, approach, and behaviour

All post-holders are expected to take ownership and responsibility for the issues under their control and prioritise workloads or resources to deliver quick solutions to our residents if they encounter service failure.

As a manager, the post holder may be expected to assist in the event of an emergency including work outside usual working hours.

## B SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To manage the service area to achieve the best results for residents and Newlon, within the means available	<ul style="list-style-type: none"> <li>• Ensure quality service standards are set and achieved</li> <li>• Prominent levels of service maintained that comply with current best practice</li> <li>• Develop strong and meaningful partnership working with colleagues</li> <li>• Evidence of adding value to Newlon</li> <li>• Evidence of impact on residents</li> </ul>
2	To manage the team and be the organisational lead on providing accessible inclusive services and promoting awareness amongst residents and staff.	<ul style="list-style-type: none"> <li>• Clear understanding who uses the services</li> <li>• Develop systems of record keeping to ensure proactive case management</li> <li>• Have an inclusive approach to underrepresented groups and understand and commit to remove barriers.</li> <li>• Seek to improve accessibility to services.</li> </ul>
3	To work closely with and feedback to other departments in Newlon especially Income team and other referrers to provide a collaborative and seamless service to support residents	<ul style="list-style-type: none"> <li>• Ensuring income and staff understand the service and make appropriate referrals.</li> <li>• To actively promote the service to enhance referrals to benefit residents.</li> <li>• Provide briefings and training to ensure that Newlon colleagues are aware of key changes in benefits and legislation</li> <li>• To plan for forthcoming benefit changes,</li> </ul>
4	To develop in partnership with your line manager and through consultation with all stakeholders, as appropriate, a Financial Inclusion strategy for Newlon	<ul style="list-style-type: none"> <li>• Robust and achievable plan, in line with agreed planning cycles</li> <li>• Robust and achievable work plans for staff members/teams</li> <li>• Clear ownership of functions and partnership working within Newlon agreed</li> <li>• A clear and successful communication and delivery plan</li> </ul>
5	To build and maintain a framework of referral and support agencies, and to ensure access to residents prioritising self-help	<ul style="list-style-type: none"> <li>• Meaningful and up-to-date signposting database maintained</li> <li>• Evidence of use by residents and impact assessed</li> </ul>

6	To ensure all targets are achieved and proper recording of casework, monitoring and reporting systems and procedures for all projects and services are set up	<ul style="list-style-type: none"> <li>• Accurate, transparent, and easily understood systems and reports</li> <li>• Regular review of monitoring systems and data</li> <li>• Reporting of outcomes, not just outputs</li> </ul>
7	To raise money for the Resident Hardship Fund from Newlon Contractors and other sources. To keep distribution protocols under regular review	<ul style="list-style-type: none"> <li>• To ensure Hardship Funds increase ahead of inflation</li> <li>• To maintain profile and effectiveness of Hardship Fund</li> <li>• Evidence Impact of Hardship Funds on residents and ensure that results and outputs are publicised to raise awareness amongst staff and residents.</li> </ul>
8	To ensure that all resources are used effectively to deliver customer satisfaction, quality, and value for money.	<ul style="list-style-type: none"> <li>• Set, monitor and manage budgets</li> <li>• Innovative technology and methodologies investigated, and cost-effectiveness evaluated</li> <li>• Staff performance maintained at a consistently elevated level through regular and consistent use of monitoring, coaching, 121s and appraisals</li> </ul>
9	Build constructive and pro-active relationships with our partner boroughs	<ul style="list-style-type: none"> <li>• Build constructive and pro-active relationships with our partner boroughs, maintain a network of contacts, and attend liaison meetings around universal credit, HB, and other hardship alleviation initiatives</li> <li>• To ensure there is a clear contact channels with each of our partner borough's HB departments</li> <li>• Maintain contact details and build a relationship with the DWP for Universal Credit</li> <li>• To keep abreast of all benefit changes and cascade/ provide training for Income and other teams to ensure we offer a cohesive service.</li> </ul>

10	To contribute to maintaining an effective workplace and the effective running of the Housing Directorate	<ul style="list-style-type: none"> <li>• All aspects of corporate policies, such as Health and Safety, Diversity, Sustainability and Data Protection are adhered to.</li> <li>• Newlon Gold objectives of reliability, consistency and speed built into all activities.</li> <li>• Newlon Gold behaviours of working together, solving problems, taking ownership and customer focus built into all activities</li> <li>• Active and constructive participation in meetings.</li> <li>• Contribute to the achievement of corporate objectives as required.</li> <li>• Assistant Director of Housing kept informed of progress on all initiatives, highlighting any potential problems.</li> </ul>
11	To manage the Financial Inclusion Team	<ul style="list-style-type: none"> <li>• To manage the Welfare Benefit Advisor and the Information, Advice and Guidance Officer in the team.</li> <li>• Hold 1 2 1 meetings, appraisals, and interim review meetings.</li> </ul>
12	To take the lead on key stakeholder relationship management and liaison	<ul style="list-style-type: none"> <li>• Meetings initiated, led, and attended - with residents and other stakeholders</li> <li>• Information, publicity, and other communications produced as required</li> <li>• Projects promoted to the maximum in liaison with Trust communications staff</li> </ul>
13	To take the lead on contract management for the section.	<ul style="list-style-type: none"> <li>• The Family Fund portal and any other contractor's performance monitored and managed</li> <li>• Value for money achieved on contract</li> </ul>
14	To take the lead on good practice and compliance affecting the projects and services to be delivered.	<ul style="list-style-type: none"> <li>• Changes and developments in good practice, legislation, regulations, government circulars, other statutory and non-statutory guidelines identified through journals, conferences, training, and networking</li> <li>• Information is disseminated as appropriate, and staff are kept up to date</li> </ul>
15	To directly undertake casework	<ul style="list-style-type: none"> <li>• We expect the post-holder to manage a portfolio of casework as part of their design of the service delivery</li> </ul>

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.