

## Person Specification – Financial Inclusion Manager

<i>What are we looking for?</i>		
<b>Overall</b>	<ul style="list-style-type: none"> <li>We are looking to establish a team to focus on financial inclusion and resilience for our residents by providing advice and assistance in relation to welfare benefits, maintaining signposting databases for referral and our employment and training service. The manager would also be responsible for fundraising and managing the hardship fund.</li> </ul>	CV, Interview, Application, Test
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least 2 years' experience as manager of a customer facing role/team in a housing association, local authority or charity, with a strong focus on income collection, financial inclusion, financial resilience or welfare benefits advice.</li> <li>At least 2 years' experience of working within the field of financial inclusion and or welfare benefits advice delivery.</li> </ul>	Application Form, Interview, Test
	<ul style="list-style-type: none"> <li>To evidence Continuous Professional Development</li> </ul>	Cover Letter
	<ul style="list-style-type: none"> <li>Understand and demonstrate experience in the routines and preparation required for Tribunal or Court attendance in relation to welfare or rent payment assessment, for income recovery or other housing –related issues</li> </ul>	CV, Interview, Application, Test
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Educated to GCSE level C and above in Maths and English</li> </ul>	CV
	<ul style="list-style-type: none"> <li>Have broad and up-to-date knowledge of the UK Welfare Benefits system, and other financial assistance available to residents</li> </ul>	CV, Interview, Application, Test
	<ul style="list-style-type: none"> <li>Demonstrate clear understanding about the social housing sector in the UK and current challenges facing the sector</li> </ul>	Interview, Application
	<ul style="list-style-type: none"> <li>To be trained and literate on Microsoft Office functions, a Customer Relationship Management Programme such as Dynamics</li> </ul>	CV

<b>Core Competencies</b>		
Financial and Numeric Awareness	<ul style="list-style-type: none"> <li>To understand and deliver fundraising, and to monitor the distribution of hardship funds</li> </ul>	CV, Application, Test
Liaising and Networking	<ul style="list-style-type: none"> <li>To demonstrate the skills and understanding to build and maintain a network of external stakeholders to the benefit of residents</li> </ul>	CV, Application, Interview
Customer Focus	<ul style="list-style-type: none"> <li>To build and maintain and seek best channels for self-help advice for residents in addition to an in-person service</li> <li>To understand, monitor and develop resident into work programmes</li> <li>To demonstrate understanding of and develop a 'one-resident ' approach within existing guidelines, and to create a customer facing culture which delivers with warmth, kindness and empathy</li> <li>To demonstrate experience and understanding in working with residents from a diverse range of backgrounds</li> </ul>	CV, Interview, Application, Test
Working With Others	<ul style="list-style-type: none"> <li>To collaborate with other Newlon teams and colleagues and to deliver cross-organisational working</li> <li>To be able to demonstrate good team work and can work effectively with other teams to ensure deadlines are met and high standard of service is provided to residents.</li> </ul>	CV, Application
Achieving Results and Quality Focus	<ul style="list-style-type: none"> <li>To be able to prepare and present data targeted to specific internal and external audiences</li> <li>To be able to demonstrate that you work meticulously to a high standard and are committed to achieving objectives and meeting deadlines</li> <li>To be able to write high quality regular reports on performance and outcomes for internal and external meetings.</li> <li>To be able to apply for additional funding when available to increase hardship fund or other additional initiatives.</li> </ul>	CV, Application, Test
Judgement and Decision Making	<ul style="list-style-type: none"> <li>To make sound decisions that meet the needs of the customer and Newlon.</li> </ul>	CV, Interview, Application, Test
Management competencies	<ul style="list-style-type: none"> <li>Leadership - able to motivate, involve and develop a team who work closely with other departments in Newlon as well as residents and benefit providers</li> </ul>	CV, Interview Application, Test
Business Awareness	<ul style="list-style-type: none"> <li>To assess and maintain high levels of performance, through meaningful target and objective setting</li> </ul>	CV, Application
Influencing and Negotiating	<ul style="list-style-type: none"> <li>To work effectively with external parties such as Tribunals and at appeal hearings.</li> </ul>	CV Interview, Application, Test