

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Financial Inclusion Officer	<b>Grade:</b> Linked grade SO1/S02/PO1
<b>Section:</b> Rent Collection Service	<b>Directorate:</b> Finance
<b>Responsible to following manager:</b> Financial Inclusion Manager	<b>Responsible for following staff:</b>
<b>Post Number/s:</b> RWR0428 & RWR0429	<b>Last review date:</b> February 2023

#### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

**To work as a team to improve financial capability among Wandsworth Council tenants in order to maximise their income, deliver specialist advice service on welfare benefits, debt management, financial inclusion and sign posting to specialist independent partners where appropriate to promote a rent payment culture and tenancy sustainment.**

### Specific Duties and Responsibilities SO1

- **Maintain knowledge of all relevant current and proposed legislation and Council policy in respect of Housing, all Benefits/Universal Credit, Welfare**

**Reform and High Court decisions and know how the changes will affect Rent Collection Service policies and procedures to ensure that any policy changes are considered from a Financial Inclusion perspective**

- **To offer tenants advice on how to access financial services and products, open basic bank accounts, credit union accounts, and how to operate them in order to maintain a structured programme of financial inclusion in Wandsworth**
- **To review tenant’s individual circumstances to identify and deliver income maximisation opportunities via DWP or internal discretionary funds • Liaise with internal and external support agencies/key workers to assist and safeguard vulnerable tenants**
- **Create good relationships with VCS/charity organisations and sign post where necessary**
- **To carry out home visits to vulnerable tenants who are in rent arrears to maximise their income and resolve their welfare benefits and/or debt issues**

## **SO2**

- **Assist management with the running new tenant workshops to ensure early intervention and tenancy sustainment**
- **Assist management with the administration of Breathing Space Notifications to ensure the Council does not become liable for any wrongful action**
- **Assist management in delivering locally based take-up campaigns for money advice in the community – such as cross directorate community events and hotspot mapping from data**
- **Assist management with Vital Energi reviews to proactively outreach where there is a hardship indicator of low energy consumption, meter debit or minimal top ups**
- **Make contribution to service improvements and enact projects to implement changes**

## **PO1**

- **Attend appropriate forums deputising for Financial Inclusion Manager at forums with CAB, VCS and DWP**
- **Attend multi-disciplinary meetings for vulnerable tenants with complex needs around financial management**
- **Responsible for delivering training for effective Casework Management, Referral Processing, Assessment, Support Planning, providing tenancy sustainment advice and ability to appraise outcomes of actions taken.**

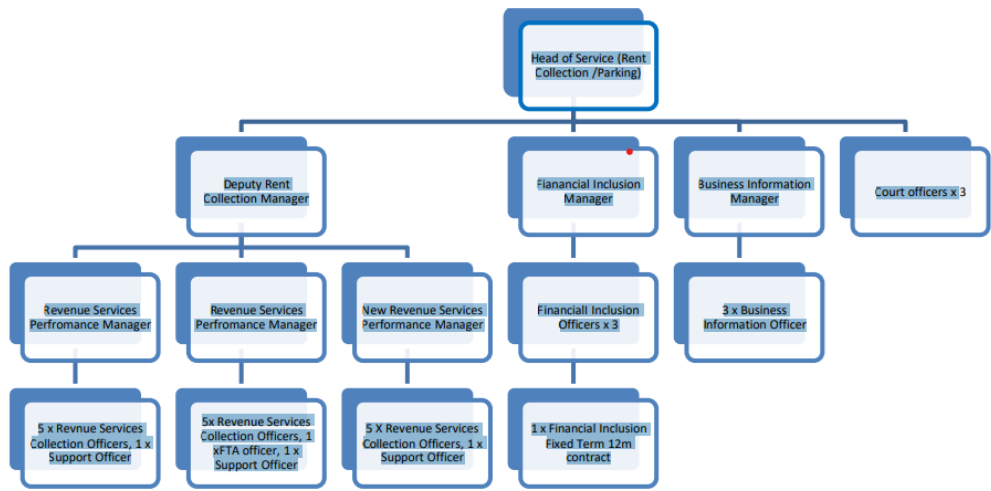
## **Generic Duties and Responsibilities**

- **To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.**

- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

## Team structure

**Team structure**



### Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Current working knowledge of the welfare reform and ability to provide welfare benefits and debt advice to tenants	X		A/I/T
An understanding of debt recovery procedures in a Social Housing environment	X		A/I
Must be fully aware of the duties and responsibilities arising from Safeguarding,	X		A/I

<b>General Data Protection Act, Health and Safety, Information Technology and Equality, Diversity &amp; Inclusion</b>			
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Communicating effectively with tenants by phone, email, letters and in person with a sensitive approach to identified vulnerabilities	X		A/I/T
Interviewing and providing debt and money management advice to tenants and sign posting tenants to external service providers where necessary	X		A/I
Organising and delivering welfare benefits training, drop-in advice surgeries and workshops		X	A/I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Emotionally intelligent for adaptive service delivery accounting for a tenant's individual circumstances	X		
IT literate	X		
Ability to communication effectively and professionally with internal and external stakeholders	X		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
GCSE pass A to C or equivalent in Maths and English or experience demonstrating competency in the every day use of Maths and English		X	

**A – Application form / CV**  
**I – Interview**  
**T – Test**  
**C - Certificate**