

# Job summary

**Role title:** Money Support Officer

**Department:** Intervention Team

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## General description of role

To support Reigate and Banstead residents to maximise their income, become more confident at budgeting and help to prevent increasing debt. The support will provide timely guidance tailored to the need of each person and will be provided as a one-off appointment or be extended to a larger period of intervention of up to 12 weeks.

Your role will particularly focus on money management and building people's confidence by supporting the following areas:

- ▶ Benefits
- ▶ Maximising income
- ▶ Budgeting
- ▶ Opening a bank account
- ▶ Digital support (managing bills online)
- ▶ Money management
- ▶ Document organisation
- ▶ Reducing debts
- ▶ Referring to debt specialists
- ▶ Tenancy sustainment

You will provide understanding of – and increase confidence in – the benefits system (including Universal Credit) amongst residents and professionals within the Borough. This will be through proactive and preventative work, as well as appropriate signposting to other agencies. The role will also be responsible for raising awareness and promoting best practice to staff around money management.

## Responsibilities of role

Money Support Officers will:

1. proactively carry out financial assessments around budgeting, access to basic banking and saving products with identified clients, including new households in temporary or emergency accommodation and those in hardship or arrears;
2. carry out 1-2-1 work with clients and provide guidance, helping them learn about money management and budgeting, giving them confidence to do this and access to other financial products; also work using a multi-agency approach with other practitioners or advisors to create a team around the client/family where appropriate, and advocate for clients where necessary.
3. be responsible for managing own case load; dealing with all referrals, assessing safeguarding risk and sharing concerns, researching individual cases, assessing problems and identifying solutions, ensuring that all required case notes and paperwork is detailed and up to date, and developing new referrals and cases.

4. maintain a comprehensive knowledge of money support, welfare reform and specialist benefit applications; particularly Universal Credit, Limited Capability for Work Assessments, Discretionary Housing Payment, Welfare Benefits, Personal Independence Payment and financial inclusion.
5. develop and offer group money management and financial inclusion sessions to increase knowledge and confidence of money management.
6. develop relationships with local financial institutions to reduce barriers to financial inclusion and enable access to these for clients;
7. assist with the delivery of Universal Credit – assisting claimants with managing their claim or award of UC including accessing and using online services and managing their financial affairs;
8. develop and deliver opportunities to provide guidance and support to partner agencies which increase awareness and good practice.
9. work with partnership support agencies with the aim of directing and referring clients to appropriate services to meet their needs for legal or debt issues;
10. attend and participate in team meetings and practice development sessions.

# Person specification and interview assessment form



<b>Candidate name</b>			
<b>Contact number</b>			
<b>Role title</b>			
<b>Date of interview</b>		<b>Signed by recruiting manager</b>	

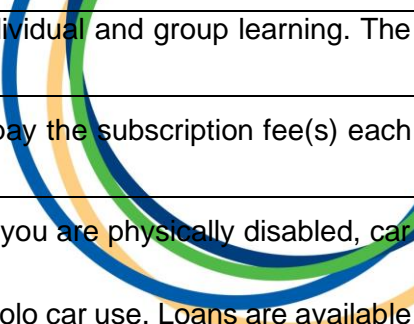
Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
<b>Qualifications</b>			
Educated to GCSE level or equivalent experience	E		
Full UK Driving Licence with access to a vehicle	E		
<b>Experience and achievements</b>			
Ability to work effectively on own initiative, prioritise workload and meet deadlines.	E		
Proven experience of working in a front-line role delivering money management support.	P		
Experience of liaising with statutory, non-statutory and voluntary agencies.	E		
Comprehensive knowledge of the benefits system	E		
Experience of supporting clients who are vulnerable and/or have complex needs.	P		
<b>Role required competencies and behaviours</b>			
Excellent oral and written communications skills	E		
Excellent interpersonal skills	E		

Good level of knowledge in Microsoft Outlook, Word and Excel	E		
Commitment to high standards of customer care	E		
Ability to work as part of a team	E		
Ability to remain calm and work effectively under pressure.	E		
<b>Corporately required personal qualities and behaviours</b>			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
<b>Total Criteria Score</b>			<b>Feedback to be given to candidate:</b>
Essential Criteria Score			
Preferred Criteria Score			
<b>Appointment choice number</b>	1st / 2nd / 3rd		



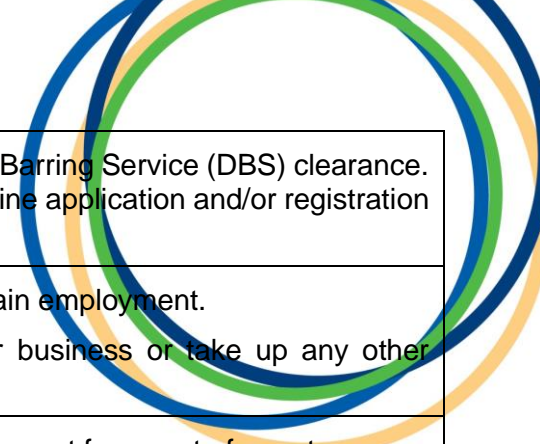
# Summary of employment package

<b>Place of work</b>	<p>The role will be primarily based at Town Hall.</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
<b>Salary</b>	Graded Technical Specialist 3, the salary will be in the region of <b>£31,347 - £36,618</b> per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
<b>Duration of contract</b>	The contract will be offered on a 12-month fixed term basis, with the potential for extension depending on funding.
<b>Probationary period</b>	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
<b>Hours of work</b>	Hours of work are nominally 36 per week.
<b>Employment Benefits</b>	
<b>Flexible working hours</b>	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
<b>Annual leave</b>	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>
<b>Pension</b>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<b>Training and development</b>	The Council actively encourages continued professional development and talent development.



	Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.
<b>Professional subscriptions</b>	If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.
<b>Car parking / Travel loan scheme</b>	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available.</p> <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
<b>Cycle purchase scheme</b>	The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.
<b>Employee discounts</b>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>

Other Conditions	
<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"> <li>• at least two satisfactory references</li> <li>• eligibility to work within the UK, and proof of your identity</li> <li>• evidence of relevant qualifications</li> <li>• medical clearance (as manual handling / driving is an intrinsic requirement of the role)</li> <li>• basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)</li> </ul>



<b>DBS clearance</b>	Employment with the Council will also be subject to receipt of an enhanced Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.
<b>Paid work with another employer</b>	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.
<b>Disclaimer</b>	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.



# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

## Great People

