



wdh
Job Description

Job Title:	Cash Wise Team Leader
Grade:	8
Section	Financial Inclusion
Reports to:	Cash Wise Manager
Responsible for:	Cash Wise Officers and Cash Wise Support Officers

The Job

Is to:

- provide guidance and management support within the Cash Wise team;
- maintain high standards of service delivery within the Cash Wise team ensuring customers are provided with effective and timely support to improve tenancy sustainment; and
- manage the day to day performance of team, ensuring that policies and procedures are delivered effectively alongside wider engagement activities across the district.

The Bigger Picture

You will:

- support WDH's Vision and corporate objectives;
- deliver services in a manner that supports WDH's brand and enhances the organisation's reputation;
- work with partners and teams both internally and externally to ensure the most efficient and effective support is delivered to customers across all tenure types within the Wakefield district;
- be fully aware and to keep up to date with financial inclusion initiatives, welfare reform and benefit legislation;
- monitor and report on team performance, customer outcomes and evaluation information using internal systems;
- need to be aware of and comply with organisational policies and procedures; and
- undertake any other duties, as directed by line management, commensurate with the grade and overall purpose of the role.

The Day to Day

Due to the ever-changing environment your duties may include but are not restricted to the following:

You will:

- be responsible for developing and implementing operational processes, policies and procedures for the Cash Wise team;
- help develop innovative new ways of engaging with customers and delivering effective support in a challenging welfare climate;
- work in partnership and attend various meetings or events with Wakefield Council as part of the More Money in My Pocket tackling poverty agenda;
- ensure systems are utilised to monitor team performance to establish the effectiveness of the support provided to customers;
- establish effective internal partnerships ensuring customer service excellence is at the heart of the approach;
- develop appropriate partnership arrangements with external agencies in order to develop services and meet the objectives of WDH;
- develop resources and communication tools to promote the Cash Wise service and raise financial awareness across the district and wider;
- support people of all ages to improve financial confidence skills to enable them to manage their money and tenancy more effectively;
- raise awareness of financial inclusion with colleagues internally and external partners to maintain successful referral processes;
- attend various meetings and forums both internal and external as appropriate;
- assist the Cash Wise Manager and Financial Inclusion Manager in the development and continual improvement of Financial Inclusion initiatives both internally and externally;
- assist the Cash Wise Manager and Financial Inclusion Manager with the promotion of Cash Wise using various methods including partnership meetings, events, workshops, website and social media;
- develop, informative and engaging workshops for tenants and young people in schools to equip people with the skills and confidence to take control of their finances;
- promote health and safety awareness to ensure safe working environments in accordance with the WDH Health and Safety Policies and Procedures and undertake risk assessments as required.
- deputise for the Cash Wise Manager and Financial Inclusion Manager in their absence; and
- be required to undertake duties at any location throughout the district, dependent on the needs of service delivery.

Personal Contacts:

Internal:	Cash Wise Manager, Financial Inclusion Manager, all employees within WDH
External:	All outside agencies as appropriate. Members of the public and customers. Other statutory and voluntary organisations.

The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Qualifications and Training			
A qualification at Level 4 of the Qualifications and Credit Framework such as an HNC, Award, Certificate or Diploma at level 4 or equivalent in a relevant subject area.	✓		AF/CQ

Determination			
Experience of managing the delivery of customer focussed services	✓		AF/I
Experience of working within a financial inclusion setting	✓		AF/I
Ability to monitor progress and team performance	✓		AF/I
Have effective leadership skills, using communication, negotiation and motivation	✓		AF/I
Clear presentation skills both verbally and written	✓		AF/I
Successful performance management of a team of employees	✓		AF/I

Nous			
Experience of effective communication skills	✓		AF/I
Significant experience of welfare reform challenges	✓		AF/I
Experience of effective partnership working with a range of agencies	✓		AF/I
Ability to obtain, analyse and present performance information	✓		AF/I
Excellent Time Management and Organisational Skills	✓		AF/I
Detailed knowledge of relevant IT applications		✓	AF/I

Attitude			
Demonstrate an understanding of equality and diversity	✓		AF/I
Ability to motivate individuals and teams to achieve performance requirements	✓		AF/I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Ability to empower and engage with people from all backgrounds and with differing levels of financial capability	✓		AF/I

Additional Requirements of the Job			
The post holder must have a valid driving licence and have daily access to a vehicle to travel throughout the district	✓		AF/CQ
The post holder may be required to work outside normal office hours including evenings and weekends.	✓		AF/I

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification