**Job Description**

**Main Purpose of Job:**

The Community Help Hub team supports East Suffolk residents, offering help with money and connecting people to services to meet their wider needs around health, wellbeing, isolation, confidence and more. This post has been created to expand the Financial Inclusion work of the team: to support East Suffolk residents with the cost of living; to deliver preventative and early intervention work; and to increase the financial wellbeing, resilience and capability of East Suffolk residents.

Based within the Community Help Hub, you’ll use the “Low Income Family Tracker (LIFT)” software with other data sources available locally, to identify residents in financial need, and design and deliver campaigns to identify and engage appropriate households, connecting them to relevant support, including from the Community Help Hub. You will monitor and track campaign responses, trends and outcomes.

You will work collaboratively with the Community Help Officers, alongside a range of organisations and partnerships across East Suffolk including parenting support and Family Hubs, Citizens Advice East Suffolk, Disability Advice North East Suffolk (DANES) and Disability Advice Service East Suffolk (DAS). You will liaise with Financial Inclusion Officers across other District and Borough Councils in Suffolk to share best practice.

**Our Values:**

You will be expected to work in line with our values which are:

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| **Proud** - Believing in who we are, what we do and where we live |
| **Dynamic** - Transforming the future with you in mind |
| **Truthful** - Honest and clear in all we do |
| **Good Value** - Delivering outstanding services, smartly & economically |
| **United** - Whoever we work with, we work as one team |

**Key Responsibilities:**

1. To take a data led approach, using the Low Income Family Tracker (LIFT) software, to identify families and individuals in East Suffolk who are (or are at risk of becoming) financially vulnerable
2. To design effective communication campaigns using LIFT to contact residents via letter, email and telephone, to offer support with their finances and to monitor and track campaign data, responses, trends and outcomes in order to prove reach and impact
3. To work with local organisations and support providers on outreach events to provide a caring, responsive and customer focussed service to residents by establishing and maintaining personal contact through a range of mechanisms including letters, telephone calls, emails, video calls and home visits in order to maximise engagement
4. To assist residents in completing benefits entitlement checks, applications for Local Welfare Assistance, Discretionary Housing Payment and Council Tax Reduction
5. To signpost or refer residents to other local and national services and support their engagement with these services as required
6. Work closely with your Community Help Hub colleagues, the Communities Officers, and other Council Departments, including Customer Services, Housing Needs, and Tenant Services, collaborating as part of the wider Suffolk network with colleagues from the other District and Borough Councils in the county
7. To keep accurate and secure case records, including support provided and signposting to other organisations as well as specific outputs and outcomes
8. To support and contribute to multi-agency meetings focussing on financial inclusion at a Suffolk and East Suffolk level
9. To support the development and dissemination of appropriate targeted and specialised communications materials (including leaflets, flyers, videos and online material)
10. To work in an adaptable and flexible way, supporting the wider work of both the Communities Team (ESC) and the Suffolk Collaborative Communities Board
11. To prepare and present reports where required within the scope of the role
12. To work creatively and apply new ideas to the development and delivery of work and to review and evaluate activities and help to demonstrate the impact of the role
13. Using effective communication skilld in any given situation – including providing information in engaging and easy to understand formats
14. To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above
15. To promote and adhere to the workplace values of our organisation

**Line Manager: Senior Financial Inclusion Officer**

**Responsible for: n/a**

Note: This is a description of the job as it is constituted in July 2025. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Line Manager: Senior Financial Inclusion Officer**

**Responsible for: n/a**

**Political Restriction:**

This post is not politically restricted.

Note: This is a description of the job as it is constituted at (**xxxxxxxxxx**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Experience of analysing and interpreting data and intelligence
* Previous experience of working in a public facing role
* Experience of dealing with the public in difficult situations and of providing constructive challenge
 | * Understanding of local (Suffolk) structures and systems
* Proven track record of successful partnership working
* Good understanding of welfare rights, key benefits and how they are accessed, and housing issues
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| **Skills and Abilities:** | * Proven track record of delivery to scope and deadline, with good attention to detail
* Can engage effectively and in a non-judgement way at all levels and with a wide range of people
* Effective written and verbal communication skills and the ability to convey complex information to a range of audiences in a creative and understandable way
* Excellent organisational skills
* Strong team player
* Good personal resilience
* Ability to take initiative in stressful situations and apply creative problem-solving skills
* Ability to recognise and act upon wider social concerns when carrying out duties e.g. safeguarding issues and domestic abuse
* Self-motivated and adaptable
* A friendly, professional and confident approach at all times
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| **Education and Training** | * Educated to NVQ level 3 or equivalent level of experience
 | * Qualifications to offer debt and benefits advice
* Evidence of continuing professional development in relation to benefits, law and housing issues
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| **Other Requirements** | * High level of computer literacy and able to use Microsoft Office
* Must be mobile / have access to a car and a valid driving licence and be willing to travel
* Flexible and willing to work outside of normal working hours, with occasional work in the evening and at weekends
* Commitment to Equality, Diversity and Safeguarding
* A commitment to own development and to supporting training and development initiatives.
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