

Job Description and Person Specification



Job Description

Job Title	Financial Assessment Operational Manager
Grade	G8
Service	Business Systems and Continuous Improvement
Reports to	Head of Service – Business Systems and Continuous Improvement
Location	One Friargate
Job Evaluation Code	P1342D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

To lead and manage the Financial Assessments Team to undertake, process and monitor Financial Assessments.

Main Duties & Key Accountabilities

Core Knowledge

1. Lead, inspire and motivate all staff within the Service teams. Actively promote a culture that is positive, forward looking, result-orientated and customer-focused.
2. Manage, develop and implement key services that support the Financial Assessments process.
3. Manage and develop the staff within the Financial Assessments Team. Ensure specific objectives are set for staff and performance is regularly monitored through one to one meetings and appraisals.
4. Recruit and select staff, ensuring adequate service provision at all times. Calculate expected service need based upon statistical and other findings.
5. Ensure good and regular communications and team working amongst staff and other colleagues.
6. Ensure effective management of attendance, including sickness absence, conduct and discipline invoking formal procedures when necessary.
7. Identify training needs, ensuring all staff are trained and continually developed, and that training packages are produced and training is co-ordinated and delivered where required.
8. Ensure that adequate support, advice and guidance is provided to all staff and that all work is consistently validated to an agreed standard.
9. Adhere to the City Council's standards and procedures in terms of quality, customer service, equality, diversity, health and safety, and data protection/confidentiality.
10. Participate as a member of the Senior Management Team in the overall management and development of the Service.
11. Monitor and contribute to budgetary management to maximise the use of resources and to protect the City Council's financial position.

12. Agree and communicate targets and implement performance monitoring procedures.
13. Establish and maintain effective working relationships with internal and external partners, positively representing the Service to customers, stakeholders, senior officers and members.
14. Ensure correct and consistent application of regulations and policies and ensure that all relevant standards, procedures and quality management systems are operated by all staff.
15. Meet regularly with other service managers and take an active role in the development of bespoke Service Plans. Ensure that all equality aspects of service delivery are fully integrated into overall service plans and service provision.
16. Develop policy initiatives that improve services. Assist in the evaluation of new rules, regulations, circulars, appeals decisions, etc. and implement any changes necessary in the assessment process.
17. Work to maintain a consistently high standard, ensuring compliance with standards set by external agencies and stakeholders, to ensure that all targets are met, both individually and within each of the teams managed.
18. Determine and monitor local performance indicators, Key Performance Indicators, monitor Corporate and National Indicators and facilitate maximum achievement of the requirements.
19. Work with internal and external auditors to ensure quality and compliance across the Financial Assessments Team processes.
20. Develop strategic working with other Council functions, external organisations and agencies, local representatives and the community. Develop Service Level Agreements with external bodies, where appropriate.
21. Be a good, supportive manager and a reliable, trustworthy colleague.
22. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External Voluntary and Community Sector	Internal Corporate Income Adult Social Care Operations Financial Management Team Financial Operations Team Business Systems Team
--	---

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Financial Assessment Team
Manager

Visiting Officers

Person specification

Job Evaluation Code	P1342D
Knowledge	
An in-depth working knowledge of Financial Assessments and relevant legislation.	
Knowledge of the authorities' associated strategies relevant to the Service.	
Working knowledge of National and Key Performance Indicators relating to Financial Assessments.	
Knowledge of equal opportunities, diversity and inclusion legislation.	
Skills and Abilities	
Highly developed communication skills - written, oral and presentational.	
Ability to understand and interpret constantly changing complex legislation and technical information within required guidelines and provide advice on the financial and service impact of changes to the service.	
Ability to review current working practices and recognise and introduce innovative solutions by way of partnerships and new technology to improve delivery of the service in both the short and longer term.	
Ability to solve problems on two levels, reactive e.g. Members requests for information, customer complaints; and proactive e.g. devising and implementing new systems, procedures and processes to deal with change.	
Staff management skills - effective motivation, communication and performance management skills.	
Ability to manage and monitor a budget, ensuring value for money at all times.	
Ability to identify, foster and maintain relationships outside of the service, aimed at providing user friendly and cost-effective services.	
Computer literate - experienced in Word and Excel and able to identify technological solutions to improve the service.	
Ability to develop, communicate and implement service policies.	
Excellent planning and organisational skills, ensuring seamless service provision.	
Able to prioritise and meet conflicting demands and performance standards.	
Experience	
Experience at a middle management level within a Financial Assessments environment.	
Managing and delivering projects within agreed timescales.	

Managing Budgets.
Experience of performance standards compliance.
Experience in the use of electronic case management and workflow systems.
Experience of working with Auditors to ensure quality and compliance within a Financial Assessments environment.
Qualifications
Management qualification desirable or in lieu of qualification the ability to demonstrate extensive experience and knowledge and willingness to study.
Special Requirements
Ability to cope with stress, in particular with uncertainty, ambiguity and change
Understanding and awareness of the importance of issues relating to the development and effective use of new technology.

Date Created	January 2022	Date Reviewed	May 2024
---------------------	--------------	----------------------	----------

