



## Job Description and Person Specification

### Financial Support Team Manager

Job Details	
Grade	GRD7
Service	Customer Services
Location	City Wide
Job Evaluation Code	A6245

#### About Coventry City Council

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:

**Open and fair:** We are open, fair and transparent.

**Nurture and develop:** We encourage a culture where everyone is supported to do and be the best they can be.

**Engage and empower:** We engage with our residents and empower our employees to enable them to do the right thing.

**Create and innovate:** We embrace new ways of working to continuously improve the services we offer.

**Own and be accountable:** We work together to make the right decisions and deliver the best services for our residents.

**Value and respect:** We put diversity and inclusion at the heart of all we do.

#### Job Purpose

Lead the Financial Support Team to deliver high-quality, responsive support for vulnerable residents. Ensure proactive caseload management, oversee resource spend, and support holistic community outcomes through collaboration and innovation.

#### Main Duties & Key Accountabilities

Overseeing caseload activity across the team, ensuring volume, quality, resident interaction, and spend are aligned with service expectations

Authorising larger financial interventions for vulnerable residents, ensuring value for money and holistic

support outcomes
Acting as escalation point for complex resident issues, encouraging creative and personalised solutions
Collaborating with partners and voluntary organisations to identify and coordinate timely, tailored support for vulnerable residents, fostering a robust network of community-based assistance
Collaborating with the Performance & Training Manager on bespoke training, coaching, and development plans
Monitoring overall performance including contact activity, caseload progression, and satisfaction outcomes and tracking and manage awards/spend ensuring compliance and fairness
Identifying and close knowledge gaps across the team, using coaching and team feedback
Demonstrating ONECOV behaviours while contributing to organisational objectives and established standards.
Championing digital inclusion through outreach, skills promotion, and supporting new technologies
Resolving resident complaints quickly, escalating where appropriate, and delivering feedback-driven service changes
Deputising for the Customer Services Manager and fellow Team Managers when required
Leading engagement sessions, team meetings, and 121 reviews focused on learning, development, and service goals

### Key Relationships

External:	Residents Partners and voluntary organisations
Internal:	Finance Digital Services Service Area Managers Standard

### 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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.

- any other duties and responsibilities within the range of the salary grade.

### Responsible for

Financial Support Officers

## Person Specification

### Requirements

Knowledge	Apply best practices in customer service centre operations and administration team functions to ensure efficient service delivery.
	Lead and motivate staff effectively while implementing performance management techniques to drive continuous improvement.
	Promote equality, diversity, and inclusion, and collaborate with partners and third sector organisations to enhance the customer offer
Skills And Ability	Drive high standards through strategic planning, analytical thinking, and performance-focused decision-making
	Guide and inspire individuals and teams through effective people management, mentoring, and the ability to positively influence outcomes.
	Collaborate and communicate effectively across all levels to foster an inclusive culture, resolve conflict, and introduce best practices
Experience	Manage diverse teams and resources across multiple sites to ensure high performance and responsiveness to community needs.
	Deliver continuous improvement in customer service through coaching, advisory work, and effective service development.
	Apply analytical and problem-solving skills to implement financial controls, manage risk, and make value-driven decisions.
Qualification	Relevant experience
Special Requirements	This position is based in an office setting, with additional

	<p>responsibilities at community locations throughout the City. Remote work opportunities are minimal.</p>
	<p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</p>