

Job Description and Person Specification

Senior Financial Support Officer

Job Details	
Grade	GRD5
Service	Customer Services
Location	City Wide
Job Evaluation Code	A6303

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

Provide direct assistance to residents accessing organisational support, focusing on resilience and broader support activities. Conduct assessments, make decisions within policy frameworks, and deliver tailored support to individuals facing financial or personal challenges. Apply professional judgement and discretion while adhering to organisational guidelines and council procedures. The role aims to help residents stabilise their situations and achieve sustainable improvements in their circumstances.

Main Duties & Key Accountabilities

Delivering structured resident assessments to identify needs and priorities.
Applying discretion within relevant policy to make consistent eligibility decisions.
Supporting residents to access financial and personal resilience pathways for longer-term solutions.
Collaborating with internal teams and external partners to coordinate support.
Maintaining accurate records to ensure transparency and audit readiness.
Escalating safeguarding concerns in line with established procedures.
Contributing to continuous improvement by identifying service issues.
Communicating clearly and sensitively with residents about decisions and next steps.
Ensuring all work complies with council policies and relevant legislation.
Promoting One Coventry values through professional conduct.
Managing competing demands effectively to maintain service standards.
Providing warm referrals and advocating for residents where appropriate

Key Relationships

External:	Residents; voluntary sector organisations; support agencies
Internal:	Customer Services; Welfare Advice; Social Care teams

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

Not Applicable

Person Specification

Requirements	
Knowledge	Knowing core customer service principles.
	Knowing local support pathways and personal resilience options.
Skills And Ability	Communicating effectively with residents, services and partners
	Applying judgement to make decisions within policy.
	Maintaining accurate digital case records.
	Understanding safeguarding responsibilities.
	Assessing resident circumstances and identifying needs.
Experience	Managing workload and prioritising within a busy service.
	Working collaboratively with partners, providers and organisational services.
	Exhibiting perseverance in demanding circumstances.
	Using ICT systems effectively.
Special Requirements	Engaging empathetically and professionally.
	This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.