

Job Description: Financial Inclusion Lead

Contract:	Permanent
Hours:	15 hours per week (Preferably to include Monday working)
Holiday:	25 days and bank holidays pro rata, per annum,
Pay:	£35,000 Pro rata
Line Manager:	Jayne Franklin Director of Beneficiary Services
Employer:	Food and Community Trust (FCT)
Usual place of work:	Food and Community Trust Offices with some home and site visits

Purpose and Context of Role:

The purpose of this role is to manage and strategically grow all financial inclusion work across all services run by Food and Community Trust.

Responsible for:

- All Financial inclusion work across Food and Community Trust including its strategic development and growth. This includes the management and leadership of the already established team of debt coaches, befrienders and money ambassadors including case reviews, oversight and where necessary delivery of training, recruitment of new volunteers and staff.
- The within a matrix management framework, manage the development of the 'Shiregreen Project' supporting the team, and specifically the project manager, with their financial inclusion remit and intervention. Liaise with stakeholders where needed including reporting to funders on the learning and impact of this project.
- Support the Director of Beneficiary services with Pathfinder activities, specifically but not limited to Financial Inclusion, (Pathfinder is a development and funding stream that has been made available through Trussell Trust (S6 Foodbank's main partner) which we have been invited to participate in and received funding from to develop new, innovative projects to increase effectiveness in reducing the need for foodbanks usage).
- Strategically developing funding streams to facilitate the growth, development and sustainability of the Financial Inclusion service alongside the Chief Executive. Where necessary accessing additional funding through grant applications, individual and corporate donors and reporting back to funders in a timely manner.
- Developing and recording outputs, outcomes and impact, setting KPI's in line with S6 Foodbank and Food and Community Trust vision – looking across all resources to improve outcomes for S6 Foodbank beneficiaries.
- Increasing take up of financial inclusion support across all S6 Foodbank sites I.e., to develop robust and effective pathways to financial inclusion work within S6 Foodbank settings.
- Including the views and opinions of clients in the development of the service including case studies, surveys and focus groups.

- Taking ownership and leadership of the development of a strategic plan for the development of the service.
- Communicating to all stakeholders about service provision and development, scope, need and impact; verbally, in presentation form and reports.
- Where necessary delivering debt advice under the guidance of external agencies and holding your own caseload.
- Develop and expand current relationships with referral agencies, partnering with agencies to receive referrals and joint working with clients to achieve the best outcome for beneficiaries.
- Gaining and sharing knowledge about support services available where Food and Community Trust are operating to understand stakeholders, to inform growth and opportunities as they arise.
- Working together with S6 Foodbank site teams to ensure that financial inclusion work is a core offer for all beneficiaries accessing foodbank provision.
- Managing change as we consider which debt provider offers the best product for the needs of beneficiaries.
- Management of any external contracts that deliver Financial Inclusion work across our services to ensure that they are meeting contractual responsibilities and providing the best value for money and most effective intervention for beneficiaries, for example contract with Citizen Advice Sheffield; in addition to ensure that all reporting needs are fulfilled as required by funders and KPIs.

Other

- This job description reflects the key responsibilities of the role, but these may vary over time according to the needs of the organisation, and you may be asked to undertake any task that is reasonable and in keeping with the role and your skills/experience.
- Under the employer's Adult Safeguarding Policies, before any appointment is made you will need to disclose any previous convictions, complete an enhanced DBS check, provide references and satisfy the other requirements of the policy. Further details will be provided on request.

PERSON SPECIFICATION

Experience:

Essential:

- Relevant knowledge and experience of working with people in relative poverty.
- Relevant experience of working in financial inclusion.
- Interagency experience, which has resulted in achieving objectives either at a beneficiary/customer, project or organisational level.
- Leadership or management experience with staff
 - Evidence of working or leading in an context where compliance issues were a consideration.

Desirable:

- Extensive relevant experience of in several of the following areas: foodbanks or financial inclusion.
- Project management experience
- Experience working with and leading volunteers.
- Working knowledge of information law
- Experience working with and measuring KPI
- Contract management experience
- Fundraising experience

Key Skills:

- Understanding of poverty, its key drivers and all its impact, especially in the local area.
- Understanding of the foodbank and social issues affecting beneficiaries.
- Demonstrate experience of evaluation.
- Ability to balance conflicting priorities and stakeholder interests whilst achieving objectives.
- An ability to advocate for beneficiaries, whilst understanding the pressures on other partners, so as to get best outcomes.
- An ability to develop projects, motivate others and overcome challenges.
- An ability to learn quickly and adapt to changing contexts.
- Ability to manage complex projects.
- Good oral and written communication skills at all levels.
- Good IT skills on various systems
- Ability to lead, inspire and be creative.
- Ability to work independently and unsupervised.
- Good team player.
- Able to empathise with people from all backgrounds including disadvantaged, marginalized or socially-excluded groups, those in difficult situations and external partners.
- An understanding of safeguarding processes, including reporting, record keeping and the implementation of safeguarding policies both by yourself and those you are responsible for.
- A commitment to addressing poverty and to beneficiaries experience poverty.
- Driving license and use of vehicle.
- DBS verified.