

Job Description

Senior Financial Inclusion Officer

Location:	Based at Dunfermline, Five Lamps' Scotland Head Office. There will be multi-location working across Scotland (primarily Fife, West Lothian and Falkirk) and consequently the post is designated as 'essential car user'.
Hours:	37 hours per week. Flexible hours (evenings and weekend working may be required)
Responsible to:	Contract Manager
Salary Scale:	SCP 20 – 24 (£20,257 - £22,897)
Job Purpose:	An exciting opportunity has arisen to lead the operational delivery of Five Lamps financial inclusion services within Scotland, initially focussed within Fife, West Lothian and Falkirk, building high quality and enduring relationships with stakeholders and communities.
Contract Period:	Permanent

Duties & Responsibilities

Operational

- To operationally manage 4 shops and an innovative 'pop-up' presence, ensuring efficient delivery of financial inclusion services to a wide range of customers
- To interface with Five Lamps head office functions, including underwriting, call centre, credit control and finance to ensure a consistency of service is provided across Five Lamps' responsible lending functions
- Contribute to raising awareness of financial inclusion issues in Fife, Falkirk and West Lothian by working with the Local Working Groups, Welfare Reform Working Groups, Trusted Partners and the wider communities
- To establish a network of Trusted Partners to support and signpost customers to
- Develop strong, positive working relationships with external partners, at all levels, and our communities to facilitate achievement of the project outcomes, including stakeholder events.
- Ensure that external partners are informed, consulted and engaged with appropriately in all areas of contract activity
- To ensure a wide range of Trusted Partners have a base/ hot desk within each shop
- Continuous review of operating processes, identifying opportunities for system improvements and taking a lead role in supporting new systems design

Supervision

- To supervise a staff team, deploying resources to ensure the delivery of services against agreed targets
- Ensure that staff resource levels are appropriate at all times to shop opening hours and manage a rota for holiday and sickness absence cover
- To ensure staff compliance with all HR policies and procedures and liaise with Director of Corporate Services on HR issues

Branding

- To support the establishment of 'Conduit Scotland' and ensure the brand is promoted to a wide range of stakeholders and customers
- To support the Head of Business Development in all marketing activities relating to the service

Performance Management

- To support the Director of Corporate Services to develop, implement and maintain appropriate performance management reporting systems as a means of managing and monitoring the team's performance, to ensure standards are maintained, improvements developed and issues addressed in a timely manner
- To monitor and maintain quality throughout the different areas of the service in relation to the external quality standards and inspection bodies and organisations

Other

- To maintain the highest standards of customer confidentiality at all times
- To demonstrate a commitment towards your own continuous personal development
- To implement Five Lamps' policies on Health and Safety and Equal Opportunities at all times
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post