

Job Description

Senior Financial Inclusion Officer

Factor	Essential	Desirable
Qualifications	Good standard of general education in particular English Language	<p>A degree or equivalent professional qualification or three years' experience in a management role</p> <p>A management qualification</p> <p>Qualifications relating to personal lending, debt management and welfare advice activity</p>
Experience/ Knowledge	<p>At least one year's experience of financial inclusion/ welfare reform services</p> <p>Experience of supervising a team</p> <p>Knowledge of the financial inclusion arena</p> <p>Understanding of benefits and welfare rights issues</p> <p>Awareness of issues affecting individuals from disadvantaged areas</p> <p>Detailed working knowledge of local and national advice and support agencies</p> <p>Proven ability to liaise and work in partnership with other agencies</p> <p>Experience of working with a wide range of individuals</p> <p>Awareness of data protection and customer confidentiality</p>	<p>An understanding of Five Lamps integrated service portfolio</p> <p>Experience of assessing risk in unsecured lending</p> <p>Experience of working within a performance management framework</p> <p>Experience of delivering service improvements and innovation</p>
Skills/Abilities	<p>Ability to deliver a service that is managed within a structured performance management framework, yet has flexibility to respond to change and innovation</p> <p>Ability to motivate and enthuse team members to deliver an excellent service</p> <p>Ability to deliver services efficiently and effectively</p> <p>Excellent interpersonal skills and an ability to influence</p>	<p>Marketing, publicity & promotion skills</p> <p>Experience of designing and implementing Client Management software systems (CMS) or online application systems</p> <p>Retail/ Call centre experience</p>

	<p>Performance management skills, both of services and people</p> <p>Ability to achieve key targets within tight timescales</p> <p>Excellent communication skills, both written and verbal (including the production of reports and delivering presentations)</p> <p>IT skills including competent use of Microsoft Office, Word and Excel.</p> <p>Able to analyse complex issues and to think creatively and strategically</p> <p>Ability to organise and prioritise own workload</p> <p>Full clean driving license and access to a car</p>	
Personal qualities	<p>Team Worker with flexible attitude to duties and hours of work</p> <p>A passion for communities and a commitment to customer care and service quality</p> <p>Commitment to financial and social inclusion and to understanding the needs of communities and tackling inequality</p> <p>Drive and determination to achieve excellence</p> <p>Committed to the achievement of corporate goals</p> <p>Taking personal responsibility and accountability for service delivery</p> <p>Professionalism and integrity</p> <p>Willing to undertake further training relevant to the post</p> <p>Committed, enthusiastic, reliable</p> <p>Capacity for innovation and creativity</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Ability to keep calm under pressure</p>	<p>Understanding of Five Lamps mission, vision and values</p>