

Kent County Council

Job Description: *Case Officer – Crisis & Resilience Fund*

Directorate:	Chief Executive's Department
Unit/Section:	PMO
Programme:	Financial Hardship Programme
Grade:	KSF
Responsible to:	Team Leader Crisis & Resilience Fund

Purpose of the Job:

To deliver a professional, impartial, and expert assessment service for applicants to the Crisis and Resilience Fund, applying defined criteria to determine levels of need and ensure fair, consistent decision-making. The role will also support effective triage and allocation of applications, helping maintain a streamlined and efficient workflow across the team.

In addition, the postholder will provide applicants with clear, practical guidance and signposting and/or an onward referral to wider resilience building support available through the Financial Hardship Programme, Kent County Council services, and relevant external agencies, helping residents access the most appropriate assistance for their circumstances.

Main duties and responsibilities:

- Receive, triage and manage all incoming Crisis and Resilience Fund applications, prioritising based on urgency and risk, using agreed matrix framework to determine the prioritisation and taking accountability for progressing each case efficiently and appropriately to resolution.
- Assess applications against mandatory and discretionary criteria, making proportionate decisions based on individual circumstances, and escalating complex, high-risk or time-critical cases to senior colleagues when required.
- Gather, verify and evaluate supporting evidence using multiple communication channels, including financial information and professional reports, ensuring compliance with GDPR, confidentiality standards and audit requirements.
- Provide clear, accurate and timely advice to applicants on available support options, supporting informed decision-making around immediate needs and longer-term financial resilience.
- Identify underlying issues and make referrals to appropriate internal and external services, coordinating additional support that improves stability and reduces the likelihood of repeat crisis.

- Work collaboratively with partners, suppliers and service providers to arrange the delivery of financial assistance, goods or services, ensuring timely follow-up, issue resolution and compliance with financial governance.
- Process awards and financial transactions accurately and timely within targeted timelines including voucher creation and payment requests, while maintaining accurate, timely and detailed records across case management and financial systems to meet monitoring, reporting, budgeting and audit requirements.
- Uphold high standards of customer service and professional communication in all interactions, managing expectations appropriately, handling sensitive information with discretion, and engaging with applicants empathetically and respectfully through digital channels and telephone contact.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Case Officer – Crisis & Resilience Fund*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Educated to Level 2 (e.g. GCSE) or equivalent and/or proven ability to deliver the requirements of the post. • Money Guiders Foundation or willingness to work towards.
EXPERIENCE	• Experience of customer facing work in a frontline role, managing enquiries professionally and empathetically, including sensitive or complex situations. • Experience of assessing applications or cases against set criteria, including gathering, verifying, evaluating and accurately recording supporting evidence. • Experience of maintaining accurate and up to date records using databases or case management systems, in line with organisational and audit requirements. • Experience of liaising with internal teams and external agencies to coordinate support, services or referrals.
SKILLS AND ABILITIES	• Ability to gather, interpret and assess information in order to make fair, proportionate and evidence based decisions. • Strong written and verbal communication skills, able to explain decisions clearly and provide support in a professional, respectful and empathetic manner. • Strong organisational and time management skills, able to prioritise workload, work independently and collaboratively, use initiative and recognise when escalation is required. • Confident use of IT systems, including databases, email and Microsoft Office applications, and able to remain calm, resilient and effective when handling sensitive matters or difficult conversations.
KNOWLEDGE	• Awareness of local welfare or support schemes, financial hardship issues, and equality, diversity and inclusion principles, and how these apply in practice when supporting residents. • Understanding of data protection (GDPR), confidentiality, safe handling of personal information, and awareness of relevant council policies including health and safety.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make Our values enable us to build a culture that is:

	Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making
--	--