

Directorate:	Chief Executive's Department
Unit/Section:	PMO
Programme:	Financial Hardship Programme
Grade:	KSH
Responsible to:	Crisis & Resilience Fund Project Manager

Purpose of the Job:

To provide operational management, leadership and assurance for the CRF Case Officer function, with direct line management responsibility for a team of eight Case Officers delivering crisis support assessments and decisions. The role is accountable for the effective, timely, consistent and compliant operation of the team, including workload planning, staff supervision, performance, wellbeing, quality assurance, risk management and escalation of complex or high-risk cases.

The post holder will exercise professional judgement and delegated operational authority to resolve service pressures, support defensible decision-making, maintain audit and governance standards, and provide operational intelligence, assurance and casework insight to support the CRF Project Manager and Delivery and Reporting Manager in wider service planning, reporting, evaluation and continuous improvement

Main duties and responsibilities:

- Provide direct line management and operational leadership for a team of eight CRF Case Officers, including supervision, performance management, wellbeing, coaching, development and recruitment, ensuring the team has the capacity, capability and resilience to deliver the service effectively.
- Manage operational demand across the crisis support function by planning, allocating and rebalancing workloads, setting priorities, deploying resources flexibly and ensuring service standards are maintained during periods of high demand, absence or emerging pressure.
- Act as the operational escalation and decision-support lead for complex, urgent, high-risk, high-value or exceptional cases, applying professional judgement and specialist knowledge within CRF policy, financial governance, safeguarding and audit requirements.
- Maintain accountability for the quality, consistency and defensibility of casework decisions across the team through structured quality assurance, case review, professional challenge, feedback and targeted improvement activity.

- Identify, assess and manage operational, financial, safeguarding, data protection, fraud and reputational risks arising from casework or service delivery, taking appropriate mitigating action and escalating significant or novel risks with clear analysis and recommendations.
- Lead a positive, inclusive and resilient team culture within a high-pressure crisis support environment, proactively managing wellbeing, capacity, stress factors, learning needs and difficult performance or conduct issues in line with organisational standards.
- Ensure robust operational compliance by overseeing accurate case recording, data quality, GDPR requirements, audit trails, financial controls, supplier or provider issues and adherence to CRF guidance and local operating procedures.
- Provide operational intelligence, assurance evidence and casework insight to support the CRF Project Manager with service planning, performance monitoring, reporting, evaluation and continuous improvement, while retaining a clear focus on operational delivery rather than strategic project ownership.

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: *Team Leader – 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 A-Level or equivalent, or able to demonstrate substantial equivalent experience in operational management, service delivery or crisis support environments. • Relevant management or leadership training, or demonstrable equivalent experience of directly managing staff, operational performance and service
EXPERIENCE	• Significant experience of directly managing or supervising staff in a fast-paced frontline, customer-focused or crisis support environment, including performance, wellbeing, coaching and difficult conversations. • Experience of managing operational demand, allocating resources, prioritising competing pressures and maintaining service standards across a team. • Experience of applying policy, criteria or guidance to support complex decision-making, quality assurance, audit compliance and defensible outcomes. • Experience of managing risk, escalation, complaints or sensitive issues within a service environment where decisions may have financial, safeguarding, reputational or customer impact. • Experience of working with confidential and sensitive information, maintaining accurate records and ensuring compliance with GDPR, audit and organisational governance requirements. • Specialist knowledge of financial hardship grant funding and the challenges faced by residents in crisis.
SKILLS AND ABILITIES	• Ability to lead, motivate and manage staff effectively, setting expectations, monitoring performance, supporting wellbeing and building team resilience in a pressured operational environment. • Strong analytical, decision-making and problem-solving skills, with confidence to assess complex information, balance risk and provide clear direction on high-risk, urgent or exceptional matters. • Excellent communication and influencing skills, able to give clear guidance, constructively challenge decisions, manage difficult conversations and engage effectively with internal and external stakeholders. • Strong organisational and operational planning skills, able to manage competing priorities, deploy resources flexibly and maintain consistency and quality during periods of demand or change. • Confident IT and data skills, including use of case management systems, Microsoft Office applications and service information to monitor quality, demand and

	performance.
KNOWLEDGE	• Strong understanding of financial hardship, crisis support, welfare-related services or comparable frontline support provision, including the impact of crisis on vulnerable residents. • Working knowledge of safeguarding, data protection, equality, diversity and inclusion, and how these apply to operational decision-making and service delivery. • Knowledge of local authority governance, audit, financial controls, risk management and compliance requirements relevant to grant-funded or crisis support services.
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