| Role Structure | Role Details |
| --- | --- |
| Directorate: | Community Wellbeing |
| Grade: | HC06 |
| Location: | Plough Lane/ Remote |
| Responsible to: | Talk Community Children & Families Lead |

# Job Description

# Job Role: Household Support Fund Support Officer

**Talk Community**

## Main purpose of the role

Assisting with the effective administration and distribution of the Household Support Fund across Herefordshire. Working closely with internal teams and external partners, to ensure that the fund is allocated fairly, efficiently, and in accordance with Department for Work and Pensions guidelines.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Monitor and track fund allocations to partner organisations, ensuring accurate and timely financial reporting in line with Herefordshire Council and DWP guidelines. | * Daily |
| * Support financial administration by preparing financial reports, processing invoices, and tracking spend by third-party organisations to ensure timely payments and effective budget control. | * Weekly |
| * Assist in data collection and analysis, ensuring accurate record-keeping to enable reliable performance reporting and financial tracking. | * Weekly |
| * Track applications from partner organisations, ensuring compliance with funding criteria, and accurately log applications for audit and reporting purposes. | * Monthly |
| * Manage communication with partner organisations to keep them fully informed of relevant processes, timelines, and expectations regarding fund delivery. | * Daily |
| * Help maintain effective relationships with third-party organisations and stakeholders, ensuring ongoing collaboration and successful delivery of the fund. | * Daily |
| * Coordinate and support meetings with internal stakeholders, third-party organisations, and relevant partners, including preparing agendas, accurately recording actions, and circulating | * Monthly |
| * Gather feedback from partner organisations on programme delivery, identifying areas for improvement and ensuring that any challenges are addressed in a timely manner. | * Daily |
| * Assist in preparing reports on fund performance, including financial tracking, outcomes, and feedback, for internal management and external bodies such as the DWP. | * Weekly |
| * Support communication activities by developing materials, updates, and information to ensure partners and stakeholders are kept informed of fund developments. | * Weekly |
| * Maintain up-to-date and accurate information on the fund’s web pages and internal systems, ensuring partners and stakeholders have access to current guidelines and processes | * Weekly |
| * Ensure all activities related to the fund comply with safeguarding, equality, and data protection policies. | * Daily |
| * Support continuous improvement efforts by identifying areas for enhanced efficiency or impact in fund delivery and partner support. | * Daily |
| * Contribute to the establishment and review of administrative procedures for the effective management of the Household Support Fund. | * Daily |
| * Handle enquiries from third-party organisations, internal staff, and stakeholders in relation to the Household Support Fund. | * Daily |
| * Carry out any other relevant administrative or coordination tasks as deemed necessary by the team to ensure smooth administration and delivery of the fund. | * Daily |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Minimum of 5 GCSE’s including Maths and English | Essential | A, I |
| * Relevant administrative or business support qualifications | Desirable | A, I |
| * Evidence of ongoing professional development | Desirable | A, I |
| **Experience & Knowledge** | | |
| * Proven experience in administrative work, including maintaining spreadsheets or databases, drafting professional emails, and generating summary reports from MS Excel. | Essential | A, I |
| * Experience of working within a local authority, charity, or public sector organisation | Desirable | A, I |
| * Demonstrated experience of handling confidential and sensitive information with professionalism. | Essential | A, I |
| * Proven ability to work independently without supervision, often under pressure to meet deadlines. | Essential | A, I |
| * Experience working towards challenging targets and managing a demanding workload, with the ability to prioritise effectively. | Essential | A, I |
| **Skills and Abilities** | | |
| * Excellent verbal and written communication skills, with the ability to communicate effectively with a diverse range of partners, stakeholders, and colleagues. | Essential | A, I |
| * Strong interpersonal skills, demonstrating tact, empathy, and the ability to build relationships with both internal and external stakeholders. | Essential | A, I |
| * High level of IT literacy, with proficient use of MS Excel, Word, PowerPoint, and Outlook. | Essential | A, I |
| * Excellent numerical skills, with the ability to analyse and interpret data from spreadsheets and other reports. | Essential | A, I |
| * Strong analytical skills with the ability to collate information from multiple sources, evaluate data, and make sound judgements. | Essential | A, I |
| * Excellent attention to detail, ensuring accuracy in data input, reporting, and financial tracking. | Essential | A, I |
| * Ability to adapt to new systems and processes, demonstrating a flexible approach to problem-solving. | Essential | A, I |
| * Strong organizational skills with the ability to manage multiple tasks, prioritize, and meet deadlines. | Essential | A, I |
| * Ability to work collaboratively as part of a team, as well as independently. | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.