

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Lead Assessment and Income Manager
Grade	PS12	Reports to (role title)	Head of Financial Assessment and Client Affairs
		Directorate/School	Adults Wellbeing & Health Partnerships
JE Band	519-613	Service/Department	ASC
		Date Role Profile was created	May-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The post-holder is accountable for delivering excellent performance with an emphasis on continuous improvement and improving income collection and maximising debt collection. The post-holder has specialist knowledge of ASC financial assessments and/or debt recovery and will lead on the development of policy and strategies in this area making recommendations to the Head of Service for improvements and changes as required as well as delivery.
Work Context	The role is required to work across ASC teams and other departments as well as with external partners to maximise income and the recovery of outstanding ASC debt. The post-holder is required to keep resources under review and will look for innovative ways to deliver better outcomes at less cost embedding self-service, new ways of working and different delivery models as the service develops.
Line management responsibility if applicable	30 FTE +
Budget responsibility if applicable	£2M

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. • Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. Service Delivery • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. Planning & Organising • Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy. • Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. Finance/Resource Management • Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. • Contribute to resource and budget planning within own area. Work with others • Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. People Management • Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent professional qualification plus experience at management level in a specialist area. • Knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. • Ability to manage budgets and resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Comprehensive knowledge of computerised business systems. • Understands how to inspire and motivate others. • Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. • Wide experience in successful leading, coaching, mentoring and developing of staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Degree or equivalent level professional qualification plus experience at a management level in a specialist area in a complex business environment. • Authoritative understanding of the relevant legislation and practice standards, together with broader sector/commercial awareness. • Ability to exercise a significant degree of interpretive and constructive thinking and evaluative judgement appropriately. • Extensive knowledge of the concepts of change management, project management and continuous improvement, and their practical application. • Ability to balance policy development with effective operational management. • Ability to deploy advanced skills to inspire, motivate, coach and develop team members to high levels of performance. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals.. • Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility. • Proven ability to assess risks and benefits and respond appropriately
Role Summary	Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.

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