

## Household Maximisation Team Leader

|                    |                             |                                |            |
|--------------------|-----------------------------|--------------------------------|------------|
| <b>Reports to:</b> | Head of Resident Experience |                                |            |
| <b>Department:</b> | Resident Services           | <b>Grade:</b>                  | <b>PO4</b> |
| <b>DBS Status:</b> | Basic                       | <b>Politically restricted:</b> | No         |

### Job Purpose:

To lead the operational delivery and ongoing development of Brent's Household Income Maximisation (HIM) service, ensuring residents receive high-quality, targeted support to maximise income, reduce financial hardship and prevent escalation into debt and crisis.

The postholder will work collaboratively with services areas to identify and solve complex problems, taking a resident centred approach to improve outcomes for residents.

The postholder will take forward a data-led, proactive model, building on the HIM test-and-learn programme and supporting the delivery of the Council's Crisis and Resilience Fund (CRF) objectives.

The role will combine operational leadership, technical expertise and service development, working across council services and proactively identifying, engaging and coordinating with key partners to improve financial outcomes for residents.

### Values

Collaborate proactively.  
Lead inclusively.  
Embrace change.  
Be bold and curious.  
Celebrate and share our success.

### Job specific roles and responsibilities

#### Key Responsibilities

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
3. Manage a customer focused service and the effective use of resources.
4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
5. Support effective working relationships and act as an ambassador and advocate with external organisations
6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.

### **Income Maximisation and Resident Outcomes**

7. Ensure residents are supported to access their full financial entitlement, including benefits, grants and discretionary support
8. Deliver proactive engagement and targeted interventions for residents at risk of financial hardship
9. Oversee complex cases, ensuring coordinated and timely support, collaborating with services
10. Contribute to reducing financial hardship, debt and housing instability

### **Data-led Delivery and Insight**

11. Use data tools, implementing the LIFT tool, to identify financially vulnerable households and target interventions
12. Support the implementation of a data-led income maximisation model, building on HIM test-and-learn activity
13. Monitor outcomes including benefit uptake, income gains and engagement levels
14. Use insight to inform service improvement and targeted activity

### **Performance, Quality and DWP Reporting**

15. Monitor and report on service performance, including income gains, customer outcomes and demand
16. Ensure robust quality assurance of casework and compliance with legislation and guidance
17. Support delivery of DWP Crisis and Resilience Fund (CRF) reporting requirements, including:
  - a. Accurate capture and recording of outcomes
  - b. Monitoring income maximisation and financial resilience activity
  - c. Contributing to timely and accurate Management Information (MI) returns
18. Use MI data to identify trends, improve service delivery and demonstrate impact

### **Partnership and System Working**

19. Work collaboratively across the organisation, building effective relationships with DWP, advice agencies and VCSE partners
20. Support joined-up pathways between crisis support, housing and resilience services
21. Improve referral pathways to ensure residents access the right support at the right time
22. Work with partners to identify gaps in provision and commission additional service elements to meet emerging needs

23. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
24. Undertake any other duties commensurate with the general level of responsibility of this post.

## **Essential Requirements (key skills & qualifications)**

### **Knowledge and Qualifications**

1. Evidence of significant relevant Continuing Professional Development (CPD)
2. Understanding of approaches to developing the Household Income Maximisation team, including building capability, resilience, and effective delivery within a service environment.

### **Experience**

3. Delivering customer-focused services and service improvements managing demands and pressures on the service and tight deadlines.
4. Ensuring that the service is effectively resourced to deliver to the required standard.
5. Planning for a minimum of one year, anticipating priorities, the changing landscape and predicting the future service.
6. Leading and implementing transformational change programmes with partners within a complex, multi-agency environment, including the development and embedding of the Household Income Maximisation service.
7. Leading and delivering people-centred programmes of change that improve life chances for individuals and communities, with a focus on sustainable outcomes and service impact.

### **Skills and Abilities**

8. Strong leadership and management skills, including leading the Household Income Maximisation (HIM) team, with accountability for people, performance, and budget management to deliver improved outcomes for residents.
9. Highly effective communication, negotiation, and influencing skills, with the ability to engage partners and stakeholders to support the delivery and development of the HIM service.
10. Ability to work collaboratively across corporate and departmental boundaries, fostering a strong team culture and shared commitment to delivering the HIM agenda.
11. A strong role model who demonstrates personal commitment to high standards of public service, professionalism, integrity, and delivering positive outcomes for residents through the HIM service.
12. Ability to inspire, motivate, coach, and develop the HIM team to achieve high levels of performance, build capability, and sustain effective service delivery.
13. Excellent analytical skills, with the ability to assess complex information, apply sound judgement, and develop practical and creative solutions to improve service performance and outcomes.
14. Significant and demonstrable experience of building and sustaining effective partnerships and networks to deliver integrated services and programmes, including

the successful delivery of the HIM service across organisational and professional boundaries.

**Budget Responsibility N/A**  
**Overall Headcount 5 Staff**

*Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs*