

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
Directorate: Finance, Transformation & Performance		Service Area: Revenues, Benefits and Welfare	
JOB TITLE: Crisis Resilience Fund Support Officer			
GRADE: I			
REPORTING TO: Crisis Resilience Fund Programme Manager			
1.	JOB SUMMARY: To be part of a specialist team providing essential operational, administrative, stakeholder, and project support to enable the effective delivery of the Crisis Resilience Fund. The postholder will play a key role in providing high-quality, person-centred advice and information to residents who are experiencing immediate crisis or instability, but where timely, targeted financial support can increase financial resilience and reduce repeat crisis. While the role will primarily focus on welfare provision, the postholder will also deliver holistic support through take up campaigns and needs led support initiatives that provide positive outcomes and maximises the impact of fund investment.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	To act as a central point of contact for residents experiencing financial crisis or instability, who are seeking crisis support and resilience-building assistance.	
	2	To provide direct support to residents to help maximise their income and manage debts by accessing appropriate advice and information and identifying financial entitlements, benefits, discounts, reductions and reliefs.	
	3	To provide technical administrative support for the Crisis Resilience Fund Crisis and Housing Payment Schemes, including application handling, eligibility assessments, and discretionary decisions.	
	4	To visit vulnerable residents in their homes and deliver face to face and outreach support to residents within community settings, providing financial advice and information and help to access co-ordinated support services.	
	5	To manage benefit take up campaigns and direct targeted support and training based on information and intelligence, which prioritise inequality and prevent longer term wellbeing and financial harm.	

	6	To work collaboratively with colleagues across services and partner organisations taking the lead where practicable to do so, to support a no wrong door approach, ensuring services are accessible and easy to navigate for residents.
	7	To attend and actively participate in meetings, consultations and training events with local services and partner organisations that together support the effective delivery of the Crisis Resilience Fund.
	8	To support the Crisis Resilience Fund Programme Manager in delivering programme plans and meeting the monitoring and reporting requirements set by the Department for Work and Pensions. This includes collecting and analysing data, preparing reports, and monitoring expenditure, outcomes, and demand trends.
	9	To examine, challenge and improve Crisis Resilience Fund policies, processes, accessibility, and customer experience, while embedding equality, diversity, and inclusion principles across all aspects of fund administration.
	10	To develop and maintain a detailed knowledge of the revenues, benefits and welfare legislation and case law necessary to produce and implement processes and procedures for quality assurance and the detection and prevention of fraud and error.
	11	To personally deal with complex enquiries, service requests, complaints and Elected Member or MP queries.
	12	To deliver specific projects in accordance with guidance, policy and legislative requirements designed to help financially vulnerable households in crisis and prevent further crisis.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)	Jo Bradley	Jo Bradley	31/07/2026
Job Description agreed by: (Post holder)			

Job Description dated 31/07/2026



PERSON SPECIFICATION

Job Title/Grade	Crisis Resilience Fund Support Officer	I
Directorate / Service Area	Finance, Transformation & Performance	Revenues, Benefits and Welfare
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	5 GCSE's including Maths and English at Grade C/4 (or equivalent).		Application form Selection Process Pre-employment checks
Experience	- Providing front-line advice, guidance, or support to individuals experiencing financial hardship, crisis, or instability. - Awareness of welfare provision and delivering welfare-related support - Experience of administrative and operational support in a programme, project, or service-delivery environment.	- Working within or alongside Local Government. - Local Authority discretionary support schemes. - Managing benefit take-up campaigns. - Cash-first approaches	Application / Interview

	• Working with stakeholders or partner organisations, maintaining effective and professional relationships. • Handling sensitive or confidential information with care, discretion, and empathy. • Experience of delivery plans, monitoring outcomes or contributing to performance reporting. • Delivering high quality customer services through home visits and outreach support and /or face to face, telephone and e-mail.		
Knowledge & Skills	• Strong communication skills, with the ability to provide clear, accurate, and person-centred advice to residents. • Ability to take a holistic, needs-led approach, identifying appropriate support to reduce repeat crisis and improve resilience. • Good organisational and time-management skills, with the ability to manage competing priorities and meet deadlines. • Ability to collect, record, and maintain accurate information, including data required for monitoring and reporting. • Confidence using IT systems, databases, and standard office software to support service delivery. • Ability to work effectively as part of a specialist team, while also using initiative to manage own workload. • Understanding of financial vulnerability, crisis support, and the impacts of poverty and instability on individuals and households.	• An understanding of the Council's core values and objectives	Application form and selection process

	• Awareness of welfare provision, financial support schemes, or local support services. • Understanding of the importance of early intervention and targeted support in improving outcomes and maximising public fund impact. • Knowledge of equality, diversity, and inclusion principles, and how to apply them in service delivery. • Assessing need and making reasoned, evidence-based decisions. • Ability to be pragmatic, proactive and solve problems. • Confidence using IT systems to record activity, track outcomes, analyse data, identify trends and prepare reports. • Confidence presenting and promoting services and support offers to a range of audiences.		
Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • Positive Highly motivated, energetic, winning, not easily discouraged.		Application / Interview
Other requirements			

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Finance, Transformation & Performance	SERVICE AREA: Revenues, Benefits & Welfare
JOB TITLE: CRF Support Officer	
GRADE: I	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: CRF Programme Manager	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		x

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	x	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Jo Bradley

Date: 31/07/2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk