



JOB DESCRIPTION

POST: Cost of living Crisis coordinator: Fixed term opportunity

DEPARTMENT: Customer Operations and Communities and wellbeing

REPORTING TO: Corporate Manager Customer Operations

RESPONSIBLE FOR: Cost of living action plan

Grade: 6

MAIN JOB PURPOSE:

This is an exciting opportunity for someone who wishes to transform our resident experiences and support access, across multiple organisations in a system thinking approach to support our residents with the cost of living crisis.

- Drive and deliver transformation to create a single systems model to join up support across multiple organisations centred around supporting residents with the cost of living crisis.
- Facilitate cultural change and optimise productivity through the alignment of organisational systems, processes, and people to support our residents.
- Deliver the approved 5 point plan and provide monthly updates against each of the 5 key areas [Cost of living Crisis \(moderngov.co.uk\)](https://www.moderngov.co.uk)

DUTIES AND RESPONSIBILITIES:

Project Management - Work in close partnership with internal and external stakeholders (including but not limited to Citizens advice, foodbanks, Suffolk County Council) to create a single systems model with the aim of supporting residents gain access to high quality, system wide support from a range of both statutory and voluntary organisations, reporting milestones and outcomes in line with our outcomes framework and cost of living 5 point plan.

Stakeholder Engagement – develop and maintain relationships with key stakeholders such as Citizen’s advice, other voluntary and statutory organisations with the key goal of supporting residents to access services across the system and reporting key outcomes.

Development of proposals, documentation and outcomes reporting-

Development of data sharing agreements, multi-agency meeting documents such as terms of reference, agenda's, outcomes reporting and necessary project reporting, research, development of partnership arrangements and initiatives for the benefit of our residents.

Data management and analysis: Ability to build collective data sets to evidence need across the districts and use the data to provide agile and responsive customer focused solutions, providing business cases for grant funding, where appropriate. Able to translate data and insight into lived experience/customer stories to demonstrate impact for our residents.

Budget management: managing the spend related to the project and ensuring the transparency of reporting.

Additional information

- a) Does this job require a DBS check? Yes
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.
- c) The post is designated as being politically restricted in accordance with the term
of the Local Government Housing Act 1989 and subsequent amendments.
The effect of this is to prevent the postholder from having any active
political role
either in or outside the workplace, and automatically disqualifying them
from
standing for or holding elected office.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
<ul style="list-style-type: none"> Relevant qualification Project management level e.g. Prince 2 certificate or experience of working in complex project environments at a management level. Considerable experience of working with a wide variety of key internal and external stakeholders to deliver positive benefits to customers/residents. 	<p style="text-align: center;">A</p> <p style="text-align: center;">A</p>
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
<ul style="list-style-type: none"> Experience of creating joined up data sets to support with delivering successful change for the benefit of residents. Experience of managing projects/programmes in a complex organisation to deliver significant organisational benefits Ability to organise complex and varied workstreams with external partners in a political environment. Ability to write formal reports conveying complex information in an understandable way An understanding of modern media and communications management. Experience of successful influencing and negotiation skills to ensure we are providing high quality services and support for our residents. Experience of working with a wide variety of internal and external stakeholders as part of a multiagency project team. Experience of using different communications techniques including behavioural insights to create a bespoke communications approach to target those who need the support most. A good understanding of navigating complex systems to provide joined up and holistic support to customers/residents. 	<p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p> <p style="text-align: center;">A/I/T/P</p>
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> The ability to foster good working relations across all levels of both organisations and with external stakeholders and businesses 	<p style="text-align: center;">A/I/T/P</p>

<ul style="list-style-type: none"> • Able to analyse data and communicate written and verbally to a variety of audiences. • The ability to successfully manage complex projects on time and within budget. • Ability to draft and to convey complex information such as reports and training courses both orally and in writing in a clear and concise format to meet the needs of a variety of audiences, including: elected Members; partners; other Local Authorities; companies; government agencies; and charitable organisations • Ability to challenge, influence, empower and work in partnership with new partners, managers, and staff across the council in order to deliver strategic priorities through successful delivery of projects. • The ability to work on your own initiative with minimal supervision. • Politically astute, with significant previous experience of working with Elected Members in a range of local government environments. • Tenacious and resourceful: can challenge with confidence and can work with ambiguity 	<p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p> <p>A/I/T/P</p>
<p>BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing and developing our people</p> <p>Valuing our customers Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p>	<p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p> <p>I/TP</p>
<p>EQUALITY AND DIVERSITY</p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



Our Values

...we believe in



OUR PEOPLE



OUR CUSTOMERS



BEING OPEN and HONEST



TAKING OWNERSHIP



BEING AMBITIOUS

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

