

# Universal Credit Project Manager

Job title	Universal Credit Project Manager
Hours	35 hours per week (full-time)
Location	Citizens Advice Camden service delivery locations. We are currently delivering services remotely and flexible working is expected to continue.
Salary	£32,448 to £33,762 depending on experience
Reports to	Head of Advice
Contract type	Fixed term until 31 March 2021, with the possibility of extending subject to funding
Start date	As soon as possible

## Role Purpose

We are looking for a **Universal Credit Project Manager** responsible for the management and delivery of our **Universal Credit Help to Claim (UC HTC)** project and our **Universal Credit Support (UCS)** project. You will be responsible for day-to-day running and supervision of these projects and, together with the advisers, providing high quality advice and casework services to the projects' clients. You will need to be able to anticipate and respond to client needs to ensure that our services remain high quality and accessible during increased demand in the current pandemic situation. You will also need good IT skills and the ability to maintain good relationships with key stakeholders.

The UC HTC project assists people in making their Universal Credit claims, from advising if Universal Credit is the right benefit for them to ensuring they receive their first correct payment and are able to manage it. This project is complemented by the UCS project which ensures Universal Credit claimants receive the support they need to manage their on-going Universal Credit claims. You will also be responsible for the management of our Universal Credit Best Practice Lead whose role is to gather and share learning about how Universal Credit and the Help to Claim service is performing in the North London Jobcentre District.

## Job description

### Service delivery

- To be responsible for the management and delivery of the Universal Credit projects in accordance with the Citizens Advice model and ensure targets are met.

- To supervise delivery of the Universal Credit projects to ensure that client needs are met and quality standards are maintained.
- To contribute to the delivery of the UC HTC project through face-to-face, telephone and webchat channels. You will provide advice and support to people enquiring about entitlement to UC, assist them to make a claim, challenge incorrect assessments and make sure they receive their first UC payment on time.
- To ensure detailed case records are kept and data collected to facilitate project monitoring and development.

### **People management**

- To be responsible for effective performance, management and development of the UC HTC and UCS teams through regular supervision sessions, appraisal process and learning and development.

### **Research and campaigns**

- To support our research and campaigns work through various channels including case studies, data collection and client consent and contributing to the work of the Best Practice Lead

### **Professional development**

- To keep up to date with legislation, policies and procedures and undertake appropriate training

### **Administration**

- To use telephony and IT equipment for multichannel delivery of advice services

### **Other duties and responsibilities**

- To demonstrate commitment to the aims and policies of Citizens Advice
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues

## Person specification

### Essential

- Recent experience of delivering generalist advice and casework with demonstrable experience of managing, supervising and delivering high quality Welfare Benefits and Universal Credit services.
- Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to use telephony and IT systems to deliver, supervise and manage advice across multiple channels, both face-to-face and remotely and maintain case records.
- Willingness to work outside normal office hours to share the telephone/ webchat rota across the team.
- Good IT knowledge to support advice delivery and project reporting and development.
- Ability and willingness to work as part of a team.
- A commitment to continuous professional development and reflective performance.
- Ability to work, and manage the work of others, in outreach and remote settings with an understanding of information assurance, quality assurance and safety in those settings.
- Ability to develop and maintain positive working relationships with external stakeholders
  - Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
- A good up to date understanding of equality and diversity and its application to the provision of advice.