Job Description

Job Title	Crisis and Resilience Management Information Officer
Grade	PO6
Reporting To	Assessments & Benefits Manager
JD Ref	BUS0184P

Purpose

The Crisis and Resilience Management Information Officer will lead the monitoring and reporting of the Council's Crisis and Resilience Fund (CRF). The role is responsible for coordinating management information, meeting government reporting requirements, maintaining reporting systems, and supporting budget monitoring. Working closely with Finance, council services and external partners, the postholder will ensure accurate financial reporting, forecasting, governance and performance management, while contributing to the continuous improvement of Crisis and Resilience programmes and services.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Develop and maintain a comprehensive understanding of the Crisis and Resilience Fund, including scheme objectives, eligibility criteria, operational processes, funding conditions and reporting requirements.
- Maintain accurate records of funding allocations, project performance and expenditure
- Support the day-to-day administration and operation of the CRF and associated schemes. Assist in the development, review and continuous improvement of CRF processes, procedures governance arrangements.
- Lead on the maintenance of accurate records relating to scheme activity, expenditure, performance and outcomes.
- Lead on the collation of data and submission of DWP returns.
- Ensure scheme activities are administered in accordance with government guidance, Council procedures and audit requirements.

Communication, Engagement and Training:

- Develop and maintain positive working relationships with internal and external stakeholders to support the effective operation of the CRF.

- Liaise with government departments, Finance colleagues, software suppliers, service areas and partner organisations regarding scheme expenditure and reporting requirements.
- Act as a key point of contact for management information, performance monitoring and reporting matters.
- Provide advice and guidance to stakeholders regarding reporting requirements, data quality standards and system usage.
- Creation of guidance and documentation relating to computer systems used for the administration of the CRF.
- Delivery of training on the computer systems associated with the administration of the CRF.
- Attend internal and external meetings and represent the service as required.

Data Analysis and Decision-Making:

- Coordinate the collection, validation, analysis and submission of management information returns to government departments and other external organisations.
- Develop expertise in the configuration and usage of computer systems used to administer the CRF and create management information.
- Develop and maintain regular management information reports, dashboards and performance reporting tools to support decision-making.
- Collate, cleanse, validate and analyse data from multiple sources.
- Ensure data quality, integrity and consistency across systems and reports.
- Produce data and information for reports, briefings and presentations for senior managers, elected members and external stakeholders.
- Analyse trends, risks, variances and emerging issues to support service planning and decision-making.
- Maintain databases, spreadsheets and reporting systems used to support programme delivery and performance monitoring.
- Contribute to policy development including making recommendations for policy and strategies.
- Regularly monitor and identify areas of governance required where there is risk to any finances, reputation, relationships with organisations involved in the administration of the scheme.

Financial monitoring and Performance

- Work closely with Finance colleagues to support the allocation of CRF budgets and funding streams.
- Maintain accurate records of scheme expenditure, commitments and budget allocations.
- Ensure expenditure is accurately recorded against the appropriate funding stream or budget headings.
- Support the reconciliation of expenditure information between operational systems and financial records.
- Assist in the preparation and maintenance of expenditure forecasts and budget monitoring reports.

- Monitor expenditure against approved budgets and identify variances, risks and emerging pressures.
- Contribute to financial returns, assurance activity and audit requirements.
- Accurate and timely submission of DWP returns.
- Support the production of accurate financial and performance information to enable effective management of the CRF.

Performance Management:

- Support the development and maintenance of robust governance and performance monitoring arrangements.
- Monitor stakeholder performance against agreed standards, timescales and reporting requirements.
- Identify risks associated with performance, reporting, expenditure or data quality and escalate issues where appropriate.
- Support internal and external audits, reviews and assurance exercises.
- Contribute to the continuous improvement of operational processes, reporting arrangements and service performance.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Ensure that all service initiatives adhere to relevant legislation, policies and practices.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to degree level or equivalent vocational qualification, or significant experience in a related field.
- Evidence of continuing professional development relevant to performance management, data analysis, business administration, information management or financial monitoring.
- *Desirable - Qualification in Data Analysis, Business Administration, Finance, Information Management or a related discipline.*

Knowledge & Skills

- Good understanding of the Crisis and Resilience Fund and its operation within a local authority environment.
- Strong analytical and numerical skills with the ability to interpret complex data and financial information.
- Excellent Microsoft Excel skills, including data manipulation, reporting and analysis.
- Ability to collate, cleanse, validate and analyse data from multiple sources
- Ability to produce accurate management information, performance reports and forecasts.
- Good understanding of budget monitoring, expenditure recording and financial reporting principles.
- Excellent attention to detail and commitment to data accuracy.
- Excellent verbal and written communication skills.
- Strong organisational skills with the ability to manage competing priorities and meet deadlines.
- Ability to build positive working relationships with a wide range of stakeholders.
- Ability to influence and negotiate to achieve positive outcomes.
- Ability to work flexibly, adapt to changing priorities and perform effectively in a dynamic environment.
- Ability to work autonomously with little supervision.
- *Desirable - Knowledge of local government finance and performance management arrangements.*
- *Desirable - Knowledge of government-funded programmes and reporting requirements.*
- *Desirable - Experience of business intelligence, case management or performance reporting systems.*
- *Desirable - Understanding of governance, audit and assurance requirements.*

Experience

- Experience of producing management information and performance reports.
- Experience of analysing and interpreting large or complex datasets.
- Experience of maintaining datasets, spreadsheets and information systems.
- Experience of working with financial information, expenditure monitoring or budget reporting.
- Experience of developing effective working relationships with a variety of stakeholders.
- Experience of working to deadlines whilst managing multiple priorities.
- Experience of writing reports.
- *Desirable - Experience of working within local government or the public sector.*
- *Desirable - Experience of government-funded schemes, grants or welfare support programmes.*
- *Desirable - Experience of supporting forecasting, financial monitoring or budget management processes.*
- *Desirable - Experience of system development, implementation or user training.*

Additional Information

Ability to travel across the Borough and work from various locations.



Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Catherine Chester - Assessments and Benefits Manager
Date Of Approval: 30/10/26