

Job Description

Job title	Financial Inclusion Officer
Profession	Customer and Community
Band	E
Directorate	GGC (Group General Counsel)
Accountable to	Financial and Digital Inclusion Manager

Job Purpose:

In this role to deliver Financial Inclusion projects and partnerships across Sovereign Network Groups communities, ensuring delivery meets the aims of the corporate plan and the thriving communities' strategy.

As a Financial Inclusion Officer will be responsible for maintaining high data quality in our Community Investment data sources. Ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by the Financial and Digital Inclusion Manager, this role will deliver key accountabilities.

Key Accountabilities:

- Work collaboratively across the multi-disciplinary Community Investment Directorate and with other internal teams in the Chief Customer Officer directorate so Financial Inclusion Offer, and support is understood and integrated and meets the needs of customers
- Help to shape and continually improve the Financial Inclusion strategy across SNG's geography with a focus on innovation as outlined in the Thriving Communities strategy.
- Work with the Financial and Digital Inclusion manager to identify new delivery partners to work with to continue to build the money and digital offer to residents.
- Work closely with the Communications team to enable a proactive and inclusive internal and external communications approach to the service.
- Work with the Partnerships and Funding team to bring in external funding around Financial and Digital Inclusion priorities.
- Build and maintain key relationships with stakeholders in localities and others as agreed with Financial and Digital Inclusion Manager.
- To prepare and present written, financial and statistical reports to Manager and others as required.

- Responsible for data related to Community Investment and fundraising as set out in SNG's data landscape.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Knowledge of financial inclusion and awareness of the challenges faces individuals who are financially excluded.
- Good communication and interpersonal skills.
- Proactive and proven Stakeholder management skills across all levels of colleague and with external partners.
- Desirable to have contract management experience.
- Ability to validate and impact assess, to escalate data issues as required.

Desirable

- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations
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This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1324			
2.0	4655	Rebranding	March 25	