

Job Description

Service:	Communities and Operational Housing
Job title:	LIFT (Low Income Family Tracker) Project Support Officer
Grade:	E
Hours of work:	37 Hours
Responsible to:	Resident Support Team Leader
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	0

Purpose of Post:

The Low-Income Family Tracker (LIFT) is a platform which enables low-income families to be identified and provided with targeted support to benefit each household.

The LIFT Project Officer will form part of the Resident and Community Support Team and will be responsible for overseeing the implementation and day to day operation of the platform. They will ensure that local and national datasets are effectively integrated to support early identification to enable targeted support for residents who may be missing out on benefit entitlements, grants, Free School Meals, or other forms of financial assistance as well as wider general health and wellbeing support.

As an organisation that prioritises helping people in crisis as well as keeping residents out of crisis, we are ideally placed to accommodate this post as well as the platform to enable a wraparound approach to problem solving an individual's or family's situation. Working with both internal services as well as external agencies and organisations, the financial gain that can be achieved by utilising LIFT, intends to be the initial 'carrot' that encourages the resident to access the help and support that is available. This approach will ensure that LIFT is just the starting point and the wider team will then support the resident to move to a more resilient position which may include accessing budgeting skills, employment and volunteering opportunities or accessing subsidised activity classes.

Key Deliverables:

We are looking for a motivated person who is enthusiastic about using data to identify those in the district who need support.

The responsibilities will include coordinating the collection, analysis, monitoring and reporting of data in line with the quarterly requirements of the Crisis and Resilience Fund (CRF). This will in turn provide evidence of how local activity aligns with the Cambridgeshire Poverty Commission priorities, and ensures timely and accurate data submissions. The officer will participate in regular check-ins with the responsible County Council officer, monthly delivery and working group meetings, share best practice with colleagues across districts, and contribute insight that helps refine and improve the system's countywide application. Representing the District Council in collaborative decision-making processes, the Officer will ensure that agreed actions are implemented consistently and within agreed timescales.

The LIFT Officer will be part of enabling the District Council to translate countywide strategic objectives into practical, place-based action. You will be responsible for ensuring that LIFT is embedded effectively within local service delivery, supporting early identification of need, and strengthening the overall approach to preventing financial crisis and promoting long term resilience within communities.

You will be responsible for ensuring the collection, compiling and reporting of monitoring data is completed in a timely manner, in line with the reporting requirements of the quarterly MI CRF return to the Department for Work and Pensions (DWP).

You will need to demonstrate how the District Council is meeting CRF and the Cambridgeshire Poverty Commission priorities, local needs, and district-determined activity.

Ensure all agreed Countywide campaigns are completed in collaboration with the wider group (campaigns include but not limited to: Free School Meal enrolment, Heating oil support, Pension Credit, Healthy Start).

Attend all delivery and working group meetings, held monthly and engage in regular catch ups at the discretion of the responsible County Council officer.

Share best practice – for example discuss how the system is being used to meet local needs, provide comments and feedback

Represent the district in collaborative decision-making processes.

Ensure that agreed delivery/working group actions are implemented consistently as per the agreed Terms of Reference.

Working as part of the Resident and Community Support Team, you will use data to identify residents who may be eligible for additional benefits. This will be used as an opportunity to engage residents who are in need of additional help and support and you will as a result, make referrals to both internal and external services and organisations to help the individual with their immediate and longer



term needs, The LIFT system will help with the immediate need but is only the start of the offer. By working as part of a larger team, the resident will be assisted in preventing further crisis and moving them to a position of resilience.

	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
The minimum knowledge required to undertake this role and any qualifications or training essential for the role	Proficient use of MS office including word, excel and teams. E Knowledge of the LIFT software would be desirable but not essential. D	Application form / Interview
Experience		
Experience the person would need to do the job	Experience of customer service / working with customers directly. D Working with people face to face and on the phone and via email. E Ability to manage your own workload. E Have experience of Data Sharing and GDPR. E Working with employers and businesses in the area. D Experience of analysing and working with data. E	Application form and interview

Skills and Abilities		
Specific skills the applicant would need to do the job	Excellent communications skills, written and verbal E Be able to problem solve and look for alternative solutions. E Accurate recording of data. E Be able to follow set processes for the project. E Ensure collection, compiling and reporting monitoring data in a timely manner E	Application form and interview
Decision Making and Impact on Others	Be able to communicate in meetings the data and what it shows and how we are going to use it for the best impact on the district and residents. E	



Communication with Internal and External Customers	Predominantly external customers – high visibility with members of the public Communication will mostly be with residents and external partners that we are working with to deliver the programme. Internal customer contact 30% External customer contact 70%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	Be a good team worker demonstrating loyalty and commitment to the organisation and team members. E There will be times you need to attend meetings outside the normal place of work. These will be within the district. E Be enthusiastic, patient and empathetic. E
HDC values 	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. Inspiring: We have genuine pride and passion for public service; doing the best we can for customers. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs.



	Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children