



Job description			
Job title	Assistant Hardship Officer		
Grade	E		
Directorate	Resources and Partnerships		
Service/team	Exchequer		
Accountable to	Hardship Officer		
Responsible for	N/A		
JE Reference		Date Reviewed	16/06/26

Purpose of the Job

You will be part of a team dealing with all aspects of financial inclusion and hardship administration in line with relevant Council Policies, best practice and performance targets.

You will deal with requests to the Council for hardship support and ensure they are processed in an accurate and timely manner. You will engage with residents who have applied to the Council for emergency support and will signpost and refer them on to other forms and sources of support to help resolve their difficulties. You will assist with the provision of an efficient, effective, responsive and customer focused service to clients and the Council.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Process all type of hardship interventions including issuing fuel vouchers through the voucher schemes run by Knowsley Council. This includes use of Council portals and third-party voucher suppliers.
2. Respond to operational queries from the Emergency Support Scheme and escalate queries when necessary.
3. Maintain systems and processes required to deliver hardship interventions including monitoring spend.
4. Contribute to operational hardship planning and to projects that will develop a more efficient, accessible and quality hardship offer for residents as required.
5. Provide operational advice and support to colleagues working within the Emergency Support Scheme.



6. Proactively liaise with other organisations working with residents seeking support, as necessary.
7. Contribute to queries, correspondence and complaints from Councillors, Members of Parliament and others as required.
8. Ensure all appropriate methods are used to obtain a speedy resolution to queries and enquiries.
9. Complete statistical and statutory returns as required.
10. Assist in ensuring adherence to agreed working practices and processes and contribute to audits and quality checks in accordance with Verification requirements and Council procedures.
11. Assist with the production of and adherence to procedure notes, guides and documents. Ensure these are accurately updated and reviewed on a regular basis. Assist in the training and development of colleagues.
12. Take a proactive approach to identifying improvements in working practices and keep up to date with developments in financial inclusion and hardship including identifying applicability to Knowsley.
13. Actively participate in the Performance Review and Development process, which contributes to Divisional, Team and Individual objectives as well as participate in all aspects of training and personal development to improve effectiveness, efficiency and service delivery.
14. Identify cases of suspected fraud and refer for appropriate action.
15. Any other duties commensurate with the grade that assists the Division in meeting its objectives and contributes to personal development.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities





Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.