

# Job Description



Ribble Valley  
Borough Council

[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

<b>Directorate</b>	Economic Development and Planning
<b>Service area</b>	

<b>Post details</b>	
<b>Job title</b>	Crisis and Resilience Officer
<b>Post Number</b>	TBC
<b>Vacancy Reference</b>	EDP119
<b>Scale</b>	Scale 3 (scp 7-8) £26,403 to £26,824 per annum pro rata
<b>Contract</b>	Fixed term contract for 3 years
<b>Location of work</b>	Council offices
<b>Directly responsible to</b>	Director of Economic Development and Planning
<b>Directly responsible for</b>	N/A
<b>Hours</b>	18.5
<b>JE Reference</b>	GLPC
<b>Primary purpose and scope of the job</b>	
To support households facing unexpected financial difficulties and to strengthen long term financial resilience for individuals and families.	
<b>Working Relationships</b>	
Working with external partners within the Borough and closely with the Council's Housing team	

- To assist Ribble Valley residents to ensure that they are receiving all the benefits they are entitled to.
- Identifying ways for residents to improve their long-term financial resilience.
- Ensure residents are getting the financial support and help that they need.
- Assess applications into the Council's Crisis and Resilience Fund and provide the necessary support.
- Work with partners and consider partner referrals into the Crisis and Resilience Fund.
- Review applications for heating oil into the Council's Crisis and Resilience Fund and provide the necessary support.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

### **Review Arrangements**

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

<b>Prepared / Revised By</b>	Nicola Hopkins
<b>Role</b>	Director of Economic Development and Planning
<b>Date Revised</b>	10 April 2026

# Person Specification



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## Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

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<b>Directorate</b>	Economic Development and Planning
<b>Service Area</b>	

## Criteria

<b>Experience</b>		
Experience of working in a customer focussed role.	A/I	E
Experience of problem solving	A/I	E
Experience with providing debt/ financial/ benefit advice.	A/I	E
Experience working with/supporting vulnerable members of the community	A/I	E
Experience handling confidential information and sensitive or complex enquiries	A/I	D

<b>Skills and Abilities</b>		
Excellent written and oral communication skills	A/I	E
Excellent time management skills and the ability to prioritise work	A/I	E
Ability to respect confidentiality at all times	A/I	E
Willingness to learn, adapt to new situations and be motivated.	A/I	E

Input and accurately maintain computerised records.	A/I	E
Well developed listening skills with the ability to capture, store and retrieve the relevant information for the customer's needs.	A/I	E
Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.	A/I	E
Self motivated and able to work without close supervision.	A/I	E
Flexible and adaptable approach.	A/I	E
Ability to work as part of a team.	A/I	E
Commitment to customer care and equal opportunities.	A/I	E
Commitment to the principles of public service and local democracy.	A/I	E
Report writing experience.	A/I	D

<b>Education, Qualifications and Knowledge</b>		
Good standard of education.	C	E
NVQ Customer Service Level 2 or equivalent.	C	D
ECDL or equivalent.	C	D

<b>Other requirements</b>		
	A/I	E

<b>Methods of Assessment Key</b>		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

<b>Review Arrangements</b>		
<p>The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.</p>		

<b>Prepared / Revised By</b>	Nicola Hopkins
<b>Role</b>	Director of Economic Development and Planning
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