



Money Advice Manager

Job description and person specification

Job title:	Senior Caseworker (Debt/Money Advice)
Reports to:	Advice Service Director
Working hours:	37 hours per week
Salary scale:	£28,351 to £30,692 (pay award pending) plus contributory workplace pension scheme (NEST)
Annual leave:	25 days plus all statutory holidays
Location:	Oakwood House, Coventry CV1 2HL
Direct reports:	Caseworkers x 4
Responsible to:	Director of Service

Job purpose

- To lead, manage and supervise a small team of advisors ensuring the delivery of high-quality advice that meets Advice Quality Standard (AQS) requirements.
- To set targets, monitor and manage performance against set targets, carrying out quality checks on advice provided and address under-performance as appropriate.
- To identify and develop opportunities for service development.
- To facilitate the provision of pro-active and re-active advice with a view to assisting clients to maximise income and minimise any indebtedness they have, thereby meeting the charity's objectives of addressing poverty and inequality in the city.
- To effectively manage own advice caseload and ensure that individual and team outputs and outcomes (e.g. financial gains, people assisted, etc.) are maximised.

Core responsibilities - to:

- Lead, supervise and manage a team of advisors delivering debt/money advice and welfare benefit advice.
- Ensure FCA and Advice Quality Standard requirements are maintained along with other appropriate advice accreditations.
- Provide guidance on more complex enquiries and allocate, monitor and quality check the team's casework.
- To take the lead on money advice issues within the service and be our contact for any money advice projects and contracts.

- Manage own advice caseload.
- Provide and deliver training to the team and occasionally to external partners.
- Maximise the performance of advisors by setting a range of targets aligned with our service strategy.
- Provide day-to-day management of a small team, conducting supervision and appraisal meetings, monitoring performance and behaviours, identifying training needs and arranging relevant learning activity as required.

Strengths - core responsibilities will be delivered by:

- Building partnerships with external agencies and service providers across the city.
- Coaching, mentoring and motivating the team to be the best they can be.
- Understanding our clients; providing the right support and course of action.
- Encouraging innovative ideas and new ways of working.
- Encouraging accountability and empowering staff to take ownership.
- Helping to develop innovative, efficient and effective advice services to meet need.
- Encouraging collaborative working for the benefits of the service and our clients.

Requirements - the successful candidate will be able to:

- Demonstrate expert level knowledge of money advice practice, debt solutions, legislation, and regulations.
- Ensure that the service complies with FCA requirements and meets AQS standards.
- Manage performance and ensure a consistent approach is taken.
- Demonstrate proven experience of providing 'front line' advice on debt/money advice.
- Take responsibility for their own continual professional development.
- Advocate on behalf of clients.
- Facilitate change and assist team members to engage with the change process.
- Liaise and build networks with local partners and service providers, including the City Council, housing providers and other charities.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Person specification

Items in *italics* are desirable. All other requirements are essential and must be demonstrated on the application form (AF), at interview (I) and/or by practical application/testing (T).

Quality	Requirements	Measured
Experience	<ul style="list-style-type: none"> Expert knowledge of money advice practice, debt regulation, legislation and the wider financial/social inclusion agenda Experience of managing client focused service delivery Experience of effective partnership working <i>Experience of determining service priorities and improvements (desirable)</i> <i>Experience of change management (desirable)</i> 	AF, I, T
Skills and abilities	<ul style="list-style-type: none"> Well-developed literacy and numeracy skills Ability to analyse and interpret data and to produce clear, concise reports IT literate with an understanding of how technology can support advice services Highly organised self-starter who can work with minimum supervision Strategic awareness and the ability to plan for the implementation of service initiatives <i>Project management skills (desirable)</i> <i>Knowledge of performance management processes (desirable)</i> 	AF, I, T
Personal qualities	<ul style="list-style-type: none"> Proven leadership skills Excellent oral and written communication skills Ability to manage and motivate staff at all levels and to create a climate in which staff are empowered and can motivate themselves Ability to manage and resolve conflict between staff and with clients Innovative and perceptive, adopting a 'can-do' attitude 	AF, I, T

Leadership competencies	<ul style="list-style-type: none"> • Acts with integrity, respect and flexibility in responding to a diversity of individuals and groups • Strives for excellence through clear prioritisation, effective delegation and timeous delivery to achieve organisational goals • Ensures that any decisions are based on sound information and appraisal of options • Inspires, creates and communicates a shared vision • Leads a motivating performance culture 	AF, I
Other requirements	<ul style="list-style-type: none"> • To travel around the city and occasionally outside the region • Flexibility/some evening work may be required • <i>Driving licence (desirable)</i> 	AF, I