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| **Money Advice Team Leader****Job description & Personal Specification** |

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| **Reporting to:** Advice Services Manager  |
| **Purpose of role:** * To lead, coordinate and develop the Money Advice team, working with both paid and volunteer advisers ensuring that the work conforms to the Advice Quality Standard (AQS) and MaPS Debt Advice Quality Framework.
* To provide money advice specialist support to non specialist advisers working at CANS

**About Citizens Advice North Somerset**: We provide a range of advice services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues. We aim to improve the wellbeing and health of everyone living or working in North Somerset who needs our help and support, by providing accessible, effective and tailored information and advice that is free, independent, confidential and impartial. We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, promote equality and challenge discrimination. |
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| **Main duties and Responsibilities** |
| **Service Delivery** |
| * To manage the day to day running of the Money Advice service, to ensure adequate staffing and resources to provide comprehensive debt advice in line with Financial Conduct Authority requirements, ensuring that the work conforms to the Advice Quality Standard (AQS) and MaPS Debt Advice Quality Framework;
* Supervise and support the Money Advice team; monitoring caseloads and providing appropriate level of support and supervision depending on their level of competence;
* Ensure the effective performance management and development of the team through regular supervision meetings, team meetings and the appraisal process;
* Supervise the money advice team performance to ensure that targets for a variety of service level agreements are met;
* Take responsibility for accurate and timely reporting to funders and the Trustee Board;
* Undertake sufficient casework to maintain compliance with quality standards;
* Analysis of the effectiveness of the service and to provide regular reporting to senior management and partner organisations;
* Coordinate caseworker training and CPD, including development and delivery of training programmes and maintaining records;
* Ensure appropriate systems are developed and maintained for case recording, statistics, follow-up work and quality control;
* Keep technical knowledge up to date and provide technical support to designated staff;
* Assist the Management Team on compliance with Citizens Advice membership scheme, advice quality standards and audit requirements;
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| **Staff Management** |
| * Encourage good teamwork and create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best;
* Participate in the recruitment and selection activities as delegated;
* Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process, learning and development, peer support and team meetings;
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| **Other duties and responsibilities** |
| * Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.
* Ensure that work reflects and supports the Citizens Advice service’s equality and diversity strategy.
* Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
* Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
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| **Training and development**  |
| * Complete required training to comply with requirement of the role and quality assurance processes.
* In conjunction with your line manager identify own training needs and undertake relevant training to address these.
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| **Research & Campaigns and monitoring**  |
| * Assist with Research & Campaigns work by providing information about clients' circumstances through the appropriate channel.
* Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
* Alert clients to research and campaign options.
* Participate in generalist advice related campaigns where appropriate.
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| **Person specification**  |
|  | **Essential** | **Desirable** |
| 1. | At least two years recent and ongoing experience of specialist money advice casework and the ability to meet AQS and MaPS competence requirements for specialist casework supervision.  | **** |  |
| 2. | Ability to develop, lead and contribute to a team of paid and volunteer staff, including the ability to prioritise own work and the work of others, meet deadlines, maintain standards and take decisions in the day to day running of a busy service area | **** |  |
| 3. | In depth knowledge and recent experience of money advice legislation and guidance.  | **** |  |
| 4. | Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing. | **** |  |
| 5. | Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence. | **** |  |
| 6. | Ability to use a variety of IT/digital systems and packages.  | **** |  |
| 7. | Ability to act as technical lead on matters relating to money advice to staff at CANS | **** |  |
| 8. | Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. | **** |  |
| 9. | Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals | **** |  |
| 10. | Proven understanding of equality and diversity and its application to the provision of advice.  | **** |  |
| 11. | Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme | **** |  |
| 12. | Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies. | **** |  |
| 13. | Commitment to continuing professional development | **** |  |

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.