

**Role:** Money Advice Consultant

**Responsible to:** Chief Executive

**Salary:** £31,452 per annum plus 6% employer pension contribution. This is a permanent position, but secondment requests will be considered.

**Hours:** Normally8.30 – 4.30 Monday to Thursday and 8.30 – 3.30 on Friday. Travel throughout Scotland and the UK will be required, including occasional overnight stays.

**Based:** Pentagon Centre, 36 Washington Street, Glasgow, G3 8AZ

**About Money Advice Scotland**

Money Advice Scotland is Scotland’s Money Charity.

Our mission is to be the driving force towards financial wellbeing for the people of Scotland.

**Our strategic objectives**

1. Lead the delivery of money advice training and education in Scotland
2. Improve the financial health and wellbeing of the people of Scotland
3. Influence social and public policy in Scotland
4. Advance the availability of digital services and products

You can read our strategy [here](http://www.moneyadvicescotland.org.uk/sites/default/files/MAS%20Strategy%202018%20-%202023.pdf)

**Our core values**

Open – we are accountable and inclusive

Progressive – we are advocates for social change

Passionate – we care about what we do

Effective – we make an impact

**Role profile**

The Money Advice Consultant (MAC) has a key role to perform in supporting the quality of advice offered to money advisers by Money Advice Scotland, as part of the Money Advice Training Resources Information and Consultancy Services, (MATRICS) project – a joint project with Citizens Advice Scotland (CAS).

The consultant’s post also includes input to specialist training courses (including e-learning), and development of second tier services. In addition, the MAC will provide services for Money Advice Scotland, in respect of its training and qualification programme.

Money advice consultancy involves providing detailed and tactical advice to money advisers, researching and interpreting case law and other legal materials.

The Money Advice Consultant will liaise with colleagues based in Citizens Advice Scotland to ensure a comprehensive and consistent service to all agencies delivering free, confidential, independent money advice in Scotland.

**Job description and key responsibilities**

*Money Advice Consultancy Service*

* To provide a money advice consultancy service to relevant agencies in Scotland. This service includes the provision of information, guidance, supporting case evidence, interpretation and research of legal and other materials, and advice on tactics.
* To liaise with other MACs based in CAS to ensure a 5-day service is provided for all money advisers working in agencies across Scotland.
* To work with other MACs to ensure a comprehensive, consistent, efficient and quality service through regular peer review and liaison meetings.
* To communicate by appropriate means with relevant agencies in Scotland on changes in debt recovery, bankruptcy and consumer credit legislation, liaising with other appropriate staff.
* To draft or comment on guidance and advise on best practice in the area of money advice service delivery.
* To contribute to the promotion and development of the Wiseradviser Training Programme, as part of the UK strategy for training.
* To contribute to accreditation schemes as required. For example, the Scottish National Standards for providers of information and advice.
* To assist advisers in identifying suitable test cases or those of a complex nature and support agencies in either taking these cases forward or referring on to another suitable agency where appropriate.
* If required, to advise agencies on the use of identified representation services.
* To develop and maintain a database of agencies to which relevant cases can be referred.

*Training*

* To design, deliver and maintain training courses in specific skills relating to debt and money advice to Type 1-3 of the Scottish National Standards for Information and Advice Providers, and accreditation of training based on the debt advice activity sets
* To design and deliver training/seminars on legislative change, and provide input to Money Advice Scotland’s training programme.
* To contribute to the review and re-design of the Wiseradviser training programme, the learning route for money advisers.
* To support the Scottish Government roll-out and agency take-up of the Scottish National Standards for Information and Advice Providers, and the Money Advice Service accreditation scheme. This will be achieved through the provision of training, and development of other learning opportunities.
* To liaise with other relevant agencies to provide money advice training in specialist level areas for advisers.
* To liaise with other MAS and CAS staff in the production and update of information and training materials, as appropriate.
* To attend internal and external meetings and provide reports as required.
* To participate in ad hoc working parties related to money advice provision, training etc., as required.
* To create and maintain a comprehensive, up to date, reference resource within a fixed budget.
* To ensure that appropriate service monitoring records are developed and maintained as required by the MATRICS project.
* To provide quarterly monitoring reports to the Chief Executive.

*Qualifications*

* To actively participate and promote the development of qualifications.
* To undertake other reasonable duties as may be directed by the Line Manager.

**Person specification**

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| --- | --- | --- |
|  | Essential | Desirable |
| Qualifications and experience | * Proven practical casework experience of multiple debt and complex cases * Experience of interpreting legislation and case law * Experience of training course design and delivery | * Experience of developing online learning content |
| Skills and knowledge | * Understanding of the Scottish legal system * Excellent communication skills, both written and oral * Excellent analytical and diagnostic skills * Excellent organisational, time management and planning skills * Ability to work on own initiative * Ability to work co-operatively in a small team * Understanding of Legal Aid provision in Scotland * Awareness of current policy issues relating to money advice provision, training and qualifications in Scotland |  |
| Attitudes | * A commitment to the aims and principles of Money Advice Scotland * A commitment to the Equal Opportunities policy of the organisation * A commitment to ongoing learning and personal development * A commitment to developing skills in relation to the provision of e-learning * A “can do attitude” * An understanding and commitment to the aims and principles of Money Advice Scotland, and the values of the organisation |  |
| General | * Ability to use Microsoft applications for word processing, spreadsheets, databases and e-mail * Available to travel throughout the UK when required |  |

**What you will get from the role**

This position represents the opportunity to work for a leading national charity during an exciting phase in our new strategy.

In the role, you will get the chance to form key relationships with a range of influential stakeholders across the advice sector.

You will be at the heart of ensuring that the sector is best-equipped to provide expert, quality advice to some of the most vulnerable people in society.

**Application process and interview information**

The Money Advice Scotland application form must be completed. CVs will not be considered.

Applications should be emailed to: [jobs@moneyadvicescotland.org.uk](mailto:jobs@moneyadvicescotland.org.uk)

Or marked “Private” and posted to Yvonne MacDermid, Chief Executive, Money Advice Scotland, Suite 410, Pentagon Centre, 36 Washington Street, Glasgow, G3 8AZ

Closing date for applications: Monday 14 January 2019

Interview date: Wednesday 23 or Thursday 24 January 2019