|  |  |
| --- | --- |
| **Job Title:** | Duty Manager |
| **Reporting to:** | Operations Manager & CEO |
| **Direct Reports:** | Financial Inclusion Advisers |

|  |
| --- |
| **Job Purpose** |
| To provide day to day management support to Advisory operational staff by being the first point of contact for advice queries, staff guidance and decision making. To supervise the quality output and support the case work appointments diary as required while making decisions regarding allocation of resources, staffing requirements and assisting other members of the management team to prioritise and deliver a first-class service to Money Matters clients. |

|  |
| --- |
| **Key Responsibilities** |
| 1. Managing Advice Services
* Provide professional assistance and support to Advisors and Support Officers in the effective delivery of day to day advice and information through face to face appointments, telephone or on-line queries etc.
* To conduct daily reviews of the Casework diary and assist where necessary with the planning and allocation of staff resources.
* To work with the Support and Admin Team Leads to plan cover for sickness/ short notice absences and re-allocate appointments as required.
* To take calls on the Staff line and pass relevant information on as necessary to MM Teams.
* To reassure and provide decision making support to Advisors, Support Officers and Admin staff as required.
* To deal with any complaints or issues as they occur, conduct initial reporting and then ensure timely compliance with MM’s existing complaints process.
* To provide support to MM’s outreach services daily as required, including checking in and communications on a day to day basis and to support lone working.
* To monitor the standard of MM services, provide ad hoc reports as necessary and liaise with MM Case Checkers and Report Analyst.
* To undertake ad-hoc research as necessary on a day to day basis to support specific Advisors or Support Officers with complex casework.
* Provide handover notes/ communication updates to the Team as required.
* Manage external stakeholder relationships on behalf of the wider organisation as required.
* Provide line management and supervision support to specific Advisors and Support Officers.
* Undertake elements of Induction Training, Professional Development and mentoring/coaching as required.
* Provide training and advice on MM’s systems – including Advice Pro.
* Help maintain positive relationships with clients.
* Undertake case work as required.
* Perform other related duties as may be required
1. Compliance and Quality Monitoring (National Standards)
* Ensure all advice and information provided is in compliance with MM’s policies and procedures, relevant legislation and is recorded appropriately.
* Routinely monitor quality and productivity of the team by case checking and running reports on the Advice Pro CMS
* Be conversant and comply with MM’s health & safety policies and procedures.
1. Other Responsibilities
* Undertake other responsibilities, as required by the Senior Management Team.
 |

|  |
| --- |
| **Key Behaviours** |
| 1. Communication, Decision Making & Influence
* Able to take decisions based on knowledge and experience
* Communicates well and keeps people informed.
* Asks rather than tells.
* Where appropriate, asks for support from colleagues.
* Works to build professional relationships with others.
* Commitment to clients
* Able to work within GDPR and professional standards
1. Teamwork & Collaboration
* Contributes actively as a team member
* Provides leadership as required
* Shares ideas and information to benefit of all colleagues.
* Works with the team to achieve results and find solutions.
* Commits to team decisions.
1. Judgement, Planning & Prioritisation
* Is able to quickly assess priorities and make decisions about resources
* Plans own day to day work in a structured and disciplined way.
* Takes real ownership for delivery of Duty Manager role.
 |

|  |
| --- |
| **Key Performance Indicators** |
| * Staff being routinely supervised and monitored
* Diary up to date and advisers having balanced workload
* Excellent team spirt whilst work ethic maintained
* Liaising successfully with staff, senior management, clients and stakeholders
 |

|  |
| --- |
| **Duty Manager – Person Specification** |
| To provide day to day management support to operational staff by being the first point of contact for advice queries, guidance and decision making. To support case work as required while making decisions regarding allocation of resources, staffing requirements and assisting other members of the management team to prioritise and deliver a first-class service to Money Matters clients.In order to accomplish this demanding role, the Duty Manager must;* Possess an in-depth knowledge of broad advice topics, including;
	+ Debt
	+ Welfare Benefits
	+ Universal Credit
	+ Fuel Poverty
	+ Financial Capability
* Use information and experience to make decisions
* Apply common sense and be able to see the “big picture”
* Be able to communicate complex issues in a straightforward manner
* Be able to research and provide information in a timeous manner
* Have well developed communication skills, both verbal and written
* Display leadership and authority
* Take responsibility for own and team actions/decisions
* Reliable, supportive and credible

***\* Please note that an assessment will form part of the interview process*** |

|  |  |
| --- | --- |
| Devised | March 2020 |
| Reviewed | December 2020 |