

Money Advice Service Manager Information Pack

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Job Details

Job title:	Money Advice Service Manager
Reporting to:	Business Development Lead
Direct Line Reports:	3 Benefits / Debt Advisers plus 1 Administrator
Contract Type:	Permanent contract
Hours:	37.5 hours per week
Work Pattern:	Monday – Friday 09:00-17:00 (start and finish times are flexible)
Salary:	£28,000 - £32,000
Location:	New Lairdship Yards, Broomhouse Road, Edinburgh, EH11 3UY

The Application Process

Application deadline:	12noon, Monday 21 st March 2022
Interview date:	8 th April 2022
Interview location:	In person, Edinburgh.
Interview format:	45-minute interview plus 30 minute skills test

Please email your CV and cover letter to recruitment@edinburghfoodproject.org

About Edinburgh Food Project

Edinburgh Food Project was established in 2012 with the aim of reducing the effects of food poverty in Edinburgh by providing emergency food parcels to those in the community most in need. Over the last three years, we have been transitioning our 7 foodbank centres into “More than Food” hubs to allow our clients to access dedicated support to help them with their immediate and underlying problems to reduce/eliminate their need for food bank assistance and build their financial resilience for the future.

Edinburgh Food Project are now going through a period of change, developing their strategy to reflect the Scottish Government Consultation: Ending the need for foodbanks, and the Poverty Commission’s Report, A Just Capital.

About the Money Advice Service

Edinburgh Food Project provides a free, impartial and confidential service, tailored to meet the needs of our clients. The Money Advice Service is a holistic service, providing specialist advice and support with:

- Personal Debt and money
- Applying for benefits
- Budgeting
- Welfare rights
- Energy advice
- Employability
- Accessing Mental Health and Wellbeing services
- Applying for grants
- Foodbank referrals

Job Description

To supervise and provide day to day line management, and monitor service delivery of our Money Advice Service in accordance with Edinburgh Food Project's (EFP) vision and values.

In line with EFP's commitment to Equality and Diversity, the Manager will mentor, support and supervise team colleagues to build individual and collective skills, capacities and confidence. The outcome of this will be demonstrated by highly effective teamwork, excellent service delivery and maximised customer and client satisfaction levels.

The MAS manager will both act as a role model for setting advice delivery and customer service standards and regularly, within the context of forming an efficient team, review information and service processes to identify, implement and test improvements.

Responsibilities

Line Management

- Provide day to day line management for MAS staff, providing support and advice on all aspects of money advice
- Mentor and develop your team with a view to improving the skills and capabilities of individuals.
- Organise regular and effective team meetings and develop a culture of openness, involvement and team ownership
- Ensure the Money Advice Service teams are working in a co-ordinated way and that teams are working together effectively and to an agreed schedule
- Manage absence in accordance with EFP policies and procedures

Compliance

- Monitor changes in Money Advice Law and advise where appropriate and provide training/support to your team and other colleagues within EFP
- Organise and monitor service delivery, performance and customer satisfaction
- At all times, strive to maintain the highest standards of personal integrity
- Actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, volunteers, service users, and external agencies
- Implement and review FCA Policy and procedures relevant to the robust and transparent running of the Money Advice Service within the law and best practice
- Produce and/or contribute to Board reports and other written material where necessary

Service Development and Reporting

- Assist with the development of business plans, policies and procedures for EFP and where appropriate contribute to business growth, new projects and initiatives
- Develop, maintain and foster good working relationships with relevant external agencies, including statutory authorities and attend and/or presenting at appropriate forums and events.

Person Specification

Essential criteria

- Experience of managing an advice delivery team (benefits and/or debt) in a paid or voluntary capacity
- Experience of monitoring compliance, and implementing improvement when necessary
- Significant experience in an advice delivery (benefits and/or debt) in a paid or voluntary capacity
- Recent experience of delivering advice in the key areas of welfare rights, benefits and/or debt (up to Type 3 of Scottish National Standards)
- Ability to empathise with clients who have complex needs and are experiencing food poverty
- Good critical thinking and research skills
- Good interpersonal skills and case recording ability
- Ability to establish and maintain good relationships with EFP staff, volunteers and partner agencies
- Ability to communicate effectively with third parties on behalf of the client
- Ability to work independently, under pressure, and with limited resources when required
- Excellent communication and IT skills
- Ability to prioritise weekly/daily workload, including referrals, to meet the needs of clients
- An understanding of Data Protection and GDPR responsibilities
- A valid driving license and own vehicle

Desirable Criteria

- Experience and understanding of the voluntary sector
- Experience in working effectively in outreach settings
- Experience of networking with groups and organisations
- Demonstrable commitment to the aims and principles of Edinburgh Food Project

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Edinburgh Food Project does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Employee Benefits

Compensation

- We are an accredited Living Wage Employer!
- Competitive salary



Holiday

- 34 days annual leave, which includes 9 bank holidays.

Pension

- We'll automatically enroll you into our pension scheme
- We offer a 4% minimum employer contribution and will match your contribution up to a maximum of 8%
- You'll need to pay at least 4% too, but you can opt to add more for the tax benefits!
- You can opt out if you'd prefer not to have a pension at all

Health and Wellbeing

- Generous paid sick leave for both physical and mental health.
- 1 week full pay, in your probationary period
- 4 weeks full pay and 4 weeks half pay thereafter

Family

- Maternity pay – 1st 16 weeks full pay, 2nd 16 weeks half pay
- Paternity pay – 5 weeks full pay
- Paid adoption and shared paternal leave also available.

Business Travel

- 0.45p per mile paid for business travel

Learning

- Learning budget for training courses and conferences.

