

JOB DESCRIPTION

Role Title:	Supervisor – Debt Management Unit
Band:	£27,668
Reporting To:	Head of Specialist Advice & Legal Services
Responsible For:	Money Advisers and Administrators within the unit
Hours of Work:	35 hours per week

ROLE PURPOSE

The primary purpose of the role is to:

- Co-ordinate and supervise the day-to-day operation of the Debt Management Unit in accordance with its key performance indicators and defined quality standards.
- Act as a Money Adviser and deliver advice and casework to clients.
- Support the Line Manager in promotion, planning, development and evaluation of the Debt Management Service.

MAIN DUTIES & RESPONSIBILITIES

1. Service Development, Performance and Monitoring

- 1.1 To support, implement and develop new service delivery initiatives as agreed by the Line Manager.
- 1.2 To monitor and review performance so as to
 - ensure compliance with key performance targets and quality standards (AQS Quality Mark, Citizens Advice Membership Scheme and Financial Conduct Authority)
 - demonstrate beneficial outcomes for our clients and partners
 - be able to address underperformance with remedial action where required
- 1.3 To manage complaints in line with documented procedures.
- 1.4 To provide/update performance management and KPI reports as required by the Line Manager.

2. Service Delivery – Advice and Casework

To act as a DMU Money Adviser by:

- 2.1 Being responsible for setting up and validating the daily allocation of DMS referrals.
- 2.2 Supporting clients with maintaining and managing their chosen DMS solution.
- 2.3 Providing a holistic debt advice service to clients who require re-advice following a change in circumstances, including:
 - income maximisation
 - dealing with priority debts
 - full range of debt solutions including Debt Relief Orders and bankruptcy
 - advocacy and casework where appropriate
- 2.4 Making appropriate referrals in-line with documented procedures.
- 2.5 Actively empower and support clients where appropriate so that they are able to deal with their problem in the future.
- 2.6 Collecting and recording all relevant information on the CRM to meet monitoring and evaluation requirements.
- 2.7 Self-administrating and complying with existing practices, policies and procedures.

3. Staff Support and Supervision

- 3.1 Ensure that staff within the Team meet individual and collective performance targets and service objectives, effectively managing under-performance when required.
- 3.2 To manage staff within the team through
 - regular performance review meetings, feedback and support on performance, quality of advice and interactions with client/third parties
 - monthly file reviews
 - annual appraisals
 - identifying relevant and appropriate training/personal development opportunities and encourage attendance at these
 - coaching/mentoring on a group or one-one basis as appropriate (including to volunteer teams)
- 3.3 Organise and lead on regular team meetings.
- 3.4 Encourage good teamwork and lines of communication between all members of staff.

4. Personal Development and Training
<p>4.1 Attend regular support and supervision meetings and annual appraisals as required.</p> <p>4.2 Self-identify own development needs and attend training opportunities and continue to meet the AQS & MAS supervisory standard.</p> <p>4.3 Maintain an up to date working knowledge of all new relevant legislation through reading monthly subscriptions including relevant case law.</p> <p>4.4 Attend staff meetings and internal/external forums and meetings as required.</p>
5. Research and Campaigns Work
<p>Ensure that all members of the DMU team take an active role in the research and campaigns process by:</p> <ul style="list-style-type: none"> • forwarding all examples of R&C work to the Research & Campaigns Co-ordinator • regularly communicating to the DMU team our current R&C priorities, initiatives and plans
6. Liaison and Communication
<p>To promote the work of CAM as appropriate and agreed with the Line Manager through:</p> <ul style="list-style-type: none"> • marketing activities including press releases and developing promotional materials • delivering presentations and briefings
7. Policies and Procedures
<p>7.1 Health & Safety</p> <ul style="list-style-type: none"> • To abide by the health and safety guidelines and share responsibility for own safety and that of colleagues • To notify immediately the line manager of all issues that may detrimentally affect the health and safety of staff, volunteers, clients and visitors to CAM <p>7.2 Equalities/Diversity</p> <ul style="list-style-type: none"> • The post holder must have due regard in the planning and execution of their duties at all times to the Citizens Advice Equal Opportunities Policy (“Stand Up for Equality”) • At all times, promote the aims, principles, policies, interests and wellbeing of the organisation and to protect its integrity and reputation, and to ensure that the Service complies the Citizens Advice Race & Diversity Scheme, the legal requirements laid down in the Human Rights Legislation and Equalities Act 2010 and any other relevant legislation.
8. Other Duties/Responsibilities
<p>8.1 A job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist the employee in the performance of their job and is not included to be an inflexible list of tasks.</p> <p>8.2 CAM is a fast moving organisation and therefore employee’s duties may be varied from time to time. The post holder accepts that they may be asked to undertake any other work or duties as may reasonably be required within the scope of and commensurate to the nature of the post as and when required.</p>