

JOB SPECIFICATION

JOB TITLE:

Manager - Community Money Advice County Durham (CMACD) – 37hrs Full time
Salary: £33,000 per annum



REPORTS TO:

CEO of Durham Christian Partnership (DCP)

Durham Christian Partnership's purpose:

Our main aims are:

1. To build relationships and work in partnership with other service-providers.
2. To help build community.
3. To promote diversity, equality and inclusivity in all we do.

Role of the Manager:

They will be responsible for the management of Community Money Advice County Durham, leading the advisers, volunteers, the office, and developing partnerships within the county.

Reporting to CEO

- Provide regular reports on the progress and activities of CMACD to the DCP management team and CEO.

Management

- Recruit, where necessary, staff and arrange ongoing training to maintain regulatory standards of CPD
- Coordinate regular meetings of the CMACD project team
- Monitor advisers' caseloads and performance
- Supervision of staff to provide quality advice and promote advisor well being
- Comply with all GDPR requirements and the DCP Data Protection Policy
- Regular file reviews to meet the quality standards as set by regulatory bodies
- Ensure FCA reports are submitted timely and accurately
- Collaborate with the CEO and DCP management team to forecast CMACD budgets and targets, prepare reports, and review performance against them.
- Identify funding opportunities and collaborate with the DCP fundraiser to develop bids that support the project's financial sustainability.
- Quality assurance to include regulatory audits, and regular surveys of clients and referrers
- Develop and Maintain relationships with funders, providing reports and attending meetings
- Ensure all policies are current and relevant
- Ensure a safe and efficient working environment by managing facilities, health and safety, and IT, conducting regular risk assessments, and overseeing office budgets and payments.

Partnership Working

- Liaise with partner and referring organisations and projects, including the DCP foodbank office and distribution centres, and County Durham Partnership services

- Provide promotional talks outlining the provision of the service, and develop awareness of referral pathways

General Requirements

- Full clean driving licence, the ability to drive to advice locations, with mileage paid appropriately.
- To do any other tasks as requested by the CEO that are in support of CMAACD and within the abilities of the post holder
- To attend training and relevant events as required or requested by the DCP CEO
- That safeguarding procedures are understood and followed, and client confidentiality respected

Person Profile

Key Skills

- Debt advice experience and to hold a relevant advice qualification (or be willing to work towards in the first year)
- Current knowledge of the UK benefits system and signposting agencies, both voluntary and statutory
- Good computer skills including regular use of Windows, email, Internet, word processing, spreadsheet, and presentation software (e.g. Microsoft Office)
- Excellent leadership and networking skills to help support a hybrid team dealing with sensitive and complex cases
- Strong interpersonal skills and the understanding to engage with and support volunteers and vulnerable people
- Good standards of communication - both written and oral, in person and via telephone and email

Personal Attributes

- Agree and support the Christian values of The Durham Christian Partnership
- Ability to work unsupervised
- Ability to work to deadlines
- Honesty and integrity
- Ability to work as part of a team and manage employees
- Value all the people who come into contact with, or work in Durham Christian Partnership including volunteers