



Compliance Manager – Debt Projects

Job pack

Thank you for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the debt advice projects
- The role profile and person specification
- Our approach to equality and diversity

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

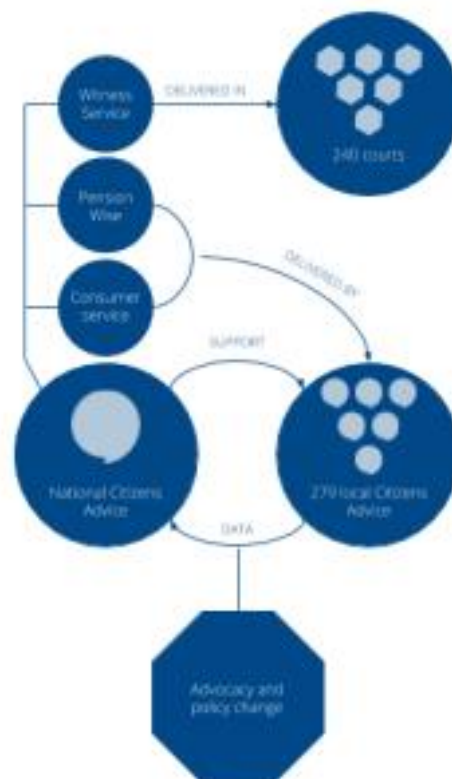
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





Our Debt Advice Projects

Over the past decade, through a period of economic austerity, the Covid pandemic and the cost-of-living crisis, life has become increasingly difficult for many people to make ends meet. Dealing with financial issues, especially debt, is a concern across all parts of society. Citizens Advice debt projects are designed to provide support to those struggling with debt and financial issues, offering free and independent advice to those that need help to find a path out of their current circumstances and move on with their life.



The role

Citizens Advice are looking for an experienced team leader to oversee two debt project teams for Citizens Advice New Forest and one debt project team for Citizens Advice Southampton. Whilst a background in an advice service and debt would be beneficial, the most important aspect of this role is the ability to lead and motivate teams and to keep an eye on the detail. Full training on debt can be provided.

For the New Forest teams, working with the Project Operations Manager, the Compliance Manager – Debt Projects will ensure that all outcomes of the projects are being met in line with the project funding requirements, as well as overseeing all aspects of the New Forest debt team's ongoing development and learning needs and be a trusted and motivational leader. The Compliance Manager – Debt Projects will also provide day-to-day technical debt support to the advisers and ensure the quality of advice given meets expected standards, once training has been completed.

For the Southampton debt team, the Compliance Manager – Debt Projects will be responsible for the team meeting their project objectives and outcomes, as well as undertaking the line management of two debt advisers and an administrator, leading and motivating them and supporting their development.

The role is offered on a permanent basis but funding for the projects is currently agreed for a fixed term until the end of December 2025; whilst we will strive to secure further funding beyond this date, continued employment beyond this date is not guaranteed.



Role profile

Job Title	Compliance Manager – Debt Projects
Reporting to	Project Operations Manager
Salary	£27,000 - £28,000, dependent on experience
Hours of work	30 - 37.5 hours per week
Length of contract	Permanent, with funding for the projects agreed for a fixed term until end of December 2025; 3 months' probation
Location	<p>Offered on a hybrid basis, with the expectation of at least 2 days a week at a Citizens Advice office (likely 1 day in Totton and 1 day in Southampton).</p> <p>This role will also require travel to other Citizens Advice offices in the New Forest and Southampton.</p> <p>Ability to commute to the New Forest, and travel between Citizen Advice offices as needed, is therefore required.</p>
Holiday	25 days per annum (for 37.5 hours per week), pro rated
Role purpose	To ensure that all aims and outcomes of the projects are met; to lead and motivate the debt teams and participate in their development; to oversee the delivery of a good quality advice service to clients through technical and supervisory support of the debt advice teams.
Training	Ongoing training support available

<p>Projects Oversight</p>	<p>To manage the practicalities of debt advice provision on the projects, including the delivery of agreed levels of service and the provision of adequate adviser cover.</p> <p>To actively manage debt adviser caseloads, including case allocation and progression, to ensure service levels are met consistently.</p> <p>To actively manage the debt administrator to ensure that all actions undertaken provide the most effective support to the debt advisers.</p> <p>To identify areas for improvement and support the implementation of new ways of working to support improvements in service delivery.</p> <p>To ensure that all outcomes achieved by advisers are logged correctly for accurate reporting back to funders.</p> <p>To be the first port call for adviser's issues regarding project management and execution.</p> <p>To regularly update the Project Operations Manager, noting any concerns or issues on a timely basis and bring solutions.</p> <p>To attend local team meetings as well as project meetings with funders, as required.</p>
<p>Debt Team Leadership</p>	<p>To create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.</p> <p>To arrange regular sessions with the debt advice teams to share best practice and knowledge, problem solve and support the mental wellbeing of the advisers.</p> <p>To ensure the effective performance management and development of debt project staff through regular supervision sessions, the appraisal process and learning and development opportunities.</p> <p>To participate in recruitment and selection activities as delegated.</p> <p>To take responsibility for the induction and training of new staff as delegated.</p> <p>To identify if there is any question of discrimination and be aware of the organisation's procedures for dealing with actual and potential discrimination issues.</p>

<p>Debt Advice Delivery</p>	<p>To monitor the quality of debt advice given to clients.</p> <p>To provide technical debt advice and act as a sounding board for the debt advisers.</p> <p>To review case records to ensure that the documentation of advice to clients is robust and evidenced and that all outcomes for clients are reported.</p> <p>To undertake full technical case reviews to all required standards are being met, and the communication of outcomes to advisers through a formal or informal review.</p> <p>To support and supervise the work of the debt advice teams to ensure that standards meet both Citizens Advice and regulatory requirements.</p> <p>To ensure that any recommendations from independent case record reviews are actioned, that learning is disseminated to the debt advisers and that policies and procedures are updated as necessary.</p> <p>To ensure that all relevant advice documents, templates and letters are kept updated and conform to necessary standards.</p> <p>To keep technical knowledge up to date.</p>
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Person specification

Essential

- Experience in managing a team, ideally in an advice-giving organisation.
- Ability to delegate, motivate, encourage and support others including the giving and receiving of constructive feedback.
- A good level of self-awareness and personal maturity.
- Excellent people skills including the ability to engage and empathise.
- A high degree of emotional resilience.
- An understanding of the need for confidentiality of personal information.
- Excellent workload and time management skills with the ability to work to deadlines.
- Excellent organisational, oral and written skills.
- Experience of using a range of IT tools to carry out the work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
- The ability to network effectively with a range of stakeholders and to represent Citizens Advice.
- The ability to operate as a team player and communicate effectively with colleagues and managers in a clear and accessible manner.
- The ability to understand organisational priorities and to work towards

achieving agreed objectives.

- A commitment to the aims, principles and policies of Citizens Advice.
- Able to drive or be able to travel between Citizen Advice offices.

Desirable

- Relevant and transferable experience in debt advice provision in a regulated environment.
- Previous experience in an advice service.

Additional requirements

- The post is subject to a DBS check.

Our approach to quality and diversity

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce.