

CMA JOB OPPORTUNITY:

Part Time Specialist Support Manager

The Need & Basic Candidate Requirements

CMA provides a range of debt-advice specific services to our network of centres. Currently these services are primarily managed by the existing CMA Operation Support Managers (OSMs); multi-tasking the work alongside their core OSM role. On large this approach has worked successfully, but now as part of a programme of team development, we are looking to appoint a dedicated staff member (or members) to manage a large proportion of this work and thereby enhance the service provided to the network.

As will be seen in the Job Description below, to be effective in the role candidates will need to be experienced debt advisers. Moreover, candidates must have worked **within the CMA network** to have the necessary background knowledge to take over these CMA specific services. In addition, while CMA is committed to working across the UK with people of any faith or none, by GOR exemption all direct employees of CMA must express Christian faith.

The Role

The core tasks to be undertaken are as follows:

- Providing informed debt advice through the CMA phone and email Adviceline services. This also includes:
 - Managing the Adviceline roster
 - Recording and monitoring advice given
- Providing 'user' support for CMA's Catalyst software. This also includes:
 - Managing the online support ticket program
 - Referring 'technical' support to IT provider iO, liaising with 'iO support' and monitoring progress
- Managing DRO referrals. This will include:
 - Undertaking DRO applications on behalf of centres without an approved intermediary
 - Allocating DRO support requests to a small team of CMA DRO Intermediaries

In addition to these core tasks, it would be beneficial if the candidate has an understanding of Debt Sector regulation and policy and procedure in order to support the CEO researching, monitoring and updating CMA policy and procedure and accreditations.

The Candidate

As stated above, and made plain by The Role, you will be working within the CMA network (or have worked within it recently); have the knowledge and confidence to provide debt-advice support to the network's advisers by phone and email; be conversant with Catalyst; and a DRO approved intermediary. Training will be offered across these disciplines as required.

You will be looking for part time work, requiring very flexible hours across a five day week. You will be happy to work remotely, largely alone (unless you can commute to CMA H.O. in Shrewsbury), and so will be a

motivated self-starter. You will report to the COO primarily (CEO for P&P work undertaken), having regular phone and email support from your line manager, plus bi-annual face to face meetings; will be able to attend General Management Meetings (GMMs) in Shrewsbury every eight weeks, provide update reports for the executive team at those meeting, and three times a year a summary report for CMA Trustees; and attend the CMA annual conferences in November each year.

The volume of work generated by Adviceline, Catalyst and DROs is not very high but is of prime importance. It is irregular in pattern, and will need to be responded to as appropriate across a Monday to Friday working week. CMA's backstop SLA is to respond to all requests within 24 hours at worst, but with an expectation of the majority of requests being replied to 'when received' or within 2 hours of receipt.

Therefore, a fundamental requirement of candidates is flexibility, and you should be happy that this will fit positively with your personal lifestyle and commitments. How this 'flex' works - be it defined shifts or a more open programme - will be discussed and agreed with potential appointees to accommodate the needs of both the job and the candidate.

Terms and Conditions

15 hours per week, flexible across 5 dpw

Pro-rata £25K p.a. (£10K actual, gross)

Pro-rata 25 days holiday per year (10) plus pro-rata Bank Holidays (typically 3 of 8)

CMA pension scheme

Provision/financial support for, necessary IT equipment (phone, computer - and internet usage) plus reasonable expenses including car travel @ 40ppm.

Job Share

This role is ideal for job share, so if you are interested but would prefer shorter hours, we would still love to hear from you.

Interested?

If this work suits your interests and circumstances, please submit your CV and an email or short document (maximum 700 words) outlining why this job is for you, to the emails (both) detailed below. If you also want to discuss the role prior to application, please contact either Heather Keates or John Franks. email john@communitymoneyadvice.com or heather@communitymoneyadvice.com in the first instance to arrange a phone call.

Schedule

All applications must be submitted by **end of 5th November 2018**.

Interviews, F2F at CMA's Shrewsbury H.O., or via Skype, will be conducted on **Friday 9th November 2018** (alternative times by agreement if circumstances prevent applicants availability on this date).