

**GMMAP Quality Manager Job Pack**

Thanks for your interest in working at Citizens Advice Knowsley. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you’ll find:

* Our values
* Overview of Citizens Advice and Citizens Advice Knowsley
* The role profile and personal specification
* What we give our staff
* **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.

**How Citizens Advice Knowsley works**

**Citizens Advice Knowsley have 2 main advice sites:**

Kirkby – Offices providing Generalist and Specialist Advice Services.  The District and Registered Company office is also based at the Kirkby Site as well as our Specialist Debt Caseworker Teams.

Huyton – Offices providing Generalist and Specialist Advice Services.

We also deliver outreach services in Halewood and Stockbridge Village by appointment only,

Volunteers are trained and work at all sites in the District and all our offices are in central town locations.

Mobility – all paid staff in the organisation may be required to work at any of the Advice Sites and/or Outreach Services.

Closing Date for applications Monday 13th October 2025 at 5:00pm

Face to face Interviews will take place week commencing 20th October2025 at our Kirkby office

**We are committed to striving to achieve equal opportunities for everyone.**

Candidates selected for interview will be contacted by email with interview arrangements.  Please ensure that you provide an email on the application form.

We are unable to notify candidates who have not been shortlisted due to limited resources therefore if you have not been contacted by Friday 17th October 2025 you can assume that your application has been unsuccessful.

**How we will use your information?**

The information you give us on the application form will be used to help us decide whether to recruit you as a member of staff - this is our ‘legitimate interest’ under data protection law. It will only be seen by staff involved in the recruitment process and will be stored securely.

If you are recruited, we will retain your contact information in order to involve and support you. We will also collect additional information, such as next of kin details, and over time records of training, support meetings and where relevant, appraisals. Again, it will be kept securely, and only those people who need to see your information in order to involve you will have access to it.

All use of applicant’s information will be relevant to their involvement, and may include:

* Contacting applicants when necessary
* Making reasonable adjustments to improve accessibility
* Monitoring statistical details of our applicants
* Providing ongoing support to applicants
* Addressing problems or complaints

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner’s Office website: [www.ico.org.uk](http://www.ico.org.uk/)

 **Job description**

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| **Job title:** | GMMAP Quality Manager |
| **Contract term** | Permanent |
| **Reporting to:** | Project Manager |
| **Salary:** | £38,175 |
| **Hours:** | 35 hours per week |
| **Employers’ Pension contribution:** | 6% |
| **Location:** | Hybrid working with travel throughout the Liverpool City Region & Warrington to various GMMAP sites, where required. |
| **Role Purpose** | To report to the Project Manager on all aspects of Quality and Project requirements to ensure delivery of the funded grant agreement  To lead the provision of high-quality debt advice, enhancing the experience of clients by working collaboratively with delivery partners to support them in implementing improvement activities, and in assessing and monitoring the quality of debt advice.  To lead the implementation and ongoing facilitation of project quality assurance and improvement processes, working collaboratively with the project management team to inform and support contract compliance and performance management activities and to ensure consistent and high-quality debt advice.  To manage the relationship with the Money and Pensions Service (MaPS) and funded delivery partners to ensure grant requirements are achieved.  To identify good practice and share learning with delivery partners, across all funded services to support improvement and development of advice services. |

 **Role profile**

### **General**

* Uphold the aims and principles of the Citizens Advice Service
* Work within the Service’s policies and values, especially equal opportunity, and anti-discrimination policies
* Work within health and safety guidelines and principles, sharing responsibility for own health and safety and that of colleagues
* Keep up to date with legislation, policies and procedures and undertake appropriate training, read relevant publications, ensuring any relevant training requirements are observed including achieving the required CPD points.
* Attend relevant internal and external meetings as agreed with the line manager
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate
* To work to Key Performance Indicators

**Quality Framework**

Managing the relationship between delivery partners and the GMMAP Quality Team on an individual basis to improve the provision of consistent and high-quality debt advice. Enhancing the experience of clients, by supporting partners to implement improvement activities, and to assess and monitor the performance of their advisers and debt advice service overall to ensure that the quality of debt advice is improved where required, maintained and provided in accordance with regulation, project requirements, best practice, and agreed standards.

This includes:

* Working in collaboration with partners to make tailored recommendations and providing feedback to improve the quality of debt advice and client experience in a supply chain setting, and identify good practice, where applicable
* Measuring and analysing information gathered against risk ratings, quality frameworks and standards and liaising with delivery partners to agree improvement action plans using the results of assessments and analysis
* Liaising with delivery partners about the practical arrangements required to carry out the monitoring of their work and improvement plans and ensure understanding of the service improvement process
* Supporting, where appropriate, the implementation of any follow on/corrective action following the assessment and /or support visits/file reviews. This includes, where required, supporting delivery partners with the development of operational changes

Lead on internal and external quality assurance requirements and quality improvement schemes by:

* Ensuring delivery partners and their teams understand the grant quality requirements, and agreed standards of advice on an ongoing basis
* Facilitating the compliance of the customer facing MaPS Standards as required by the funder on behalf of Citizens Advice Knowsley
* Ensuring the quality team support delivery partners following the result of debt advice quality assurance assessments, including developing and implementing action plans where required

Ensure the GMMAP quality team provide consistent support to delivery partners, so compliance and quality requirements are achieved by:

* Managing the monitoring and reporting requirements of the grant agreement
* Providing support and advice to delivery partners and other internal colleagues ensuring they have a good understanding of the project quality and service delivery requirements
* Escalating risks promptly and appropriately
* Providing support with delivery and quality compliance and performance management activities, including active involvement in performance improvement plans as appropriate

Respond to requests from delivery partners for support with quality matters and proactively encourage delivery partners to engage in quality improvement activities ensuring that work undertaken reflects and supports equality and diversity.

**Quality Improvement systems**

Maintain all systems and processes for service delivery, management and improvement to ensure effective and consistent delivery of the work of the quality team.

Implement best practice systems and processes to ensure the development and improvement of project delivery and advice services, including:

* The design and development of systems and processes to support ongoing quality improvement
* Producing reports and analysing data on trends, compliance and quality
* Leading the GMMAP Quality Team to identify key learning points, good practice and delivery issues to inform the development of the project
* Identifying training and development needs within delivery partners to maintain advice quality and continuous professional development.

**Professional development**

* Maintaining expertise by attending relevant training
* Monitoring updates to legislation and case law
* Be proactive in identifying external and internal contacts within service quality of client service delivery
* Advise managers on recent developments in field of work.
* Undertake research and analysis in field of work.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the Citizens Advice service.



**Person specification**  
  
**Essential**

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| **Experience** | 1 | Experience of delivering against the MaPS quality advice framework and the MaPS Standards requirements. |
| 2 | Experience of managing relationships within a supply chain setting. |
| 3 | Experience of monitoring and evaluating performance through case checking and moderation, to support consistency and improvement. |
| **Skills and Knowledge** | 4 | Expert knowledge of, and proven ability to deliver money/debt advice, including the diagnosis of relevant issues and remedies |
| 5 | Up to date knowledge of the key issues of debt advice arising from legislation, regulation, policy, practice and services. |
| 6 | Able to identify learning and development needs and contribute to the development of appropriate learning activities. |
| 7 | Able to identify service delivery issues affecting quality and work on own, or with others, to find appropriate and effective solutions. |
| 8 | Ability to collate information and write concise reports, including analysing information, identifying issues/risks and making recommendations for corrective action |
| 9 | Must have an understanding and commitment to the aims and principles of the Citizens Advice Service and its equal opportunities policy. |
| **Personal Attributes** | 10 | Ability to plan effectively and realistically, managing own workload in a busy environment and working accurately to agreed deadlines |
| 11 | Ability to self-motivate and both work on your own initiative and as part of a team. |
| 12 | Excellent interpersonal skills, including the ability to relate and work with a diverse range of people. |
| **Other** | 13 | Must have the flexibility and ability to travel throughout the Greater Merseyside region & Warrington to various GMMAP sites, as required. |

**Desirable**

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| **Experience** | 1 | An understanding of project management methodology. |
| 2 | An understanding of compliance monitoring and performance management. |
| 3 | Experience in Quality Management |

**What we give our staff**

25 days annual leave, plus bank holidays.

Flexible working hours.

Comprehensive training and development package.

Employer 6% pension contribution.