

**GMMAP Project Central Supervisor 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 7th April 2025 at 5pm

Face to face Interviews will take place on Wednesday 23rd April 2025 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 Wednesday 9th April 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 Project Central Supervisor |
| **Contract term** | Permanent |
| **Reporting to:**  | Project Manager |
| **Salary:** | £32,396 |
| **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 provide Technical Supervision as part of Greater Merseyside Money Advice Partnership (GMMAP) Quality team to deliver high quality and effective debt advice and support the GMMAP central team. |

 **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

**GMMAP Quality**

* Work with GMMAP Delivery Partners to monitor performance and drive quality to reach KPIs, Quality Standards as set out by MaPS and GMMAP
* Analyse quality and performance data to identify trends, best practice to drive quality improvement
* Manage the Customer-Facing MaPS Standards submission process including the gathering of requested paperwork and files, analysing results, feedback and maintaining communication throughout including the meeting of deadlines
* Work collaboratively as a part of the GMMAP Project Team in matters relating to Quality and Performance standards
* Engage with the senior management teams when required on aspects of service delivery
* Attend site visits conducted by GMMAP

**Supervision**

* Ensure that all duties conform to Money and Pension Service Technical Supervisor competence and quality requirements
* Complete monthly Individual File Reviews in line with GMMAP guidelines and Customer-face MaPS Standards.
* Complete observed adviser interviews, in line with GMMAP requirements.
* Where required, offer on-site technical supervision to advisors and trainees within GMMAP Delivery Partners
* Manage the technical aspects of training and development of advisors and trainees to MaPS accredited level to deliver money advice
* Engage in the GMMAP quality moderation process to maintain consistency
* Manage and complete reports regarding Performance and Quality as specified by the GMMAP Project Team
* Attend meetings in accordance with GMMAP requirements, including monthly and quarterly commissioning meetings, and GMMAP supervisor meetings
* Plan and implement action plans to increase quality standards based on quality assessments, GMMAP Project Team feedback and MaPS IQAS feedback
* Be available to travel to Delivery Partners located within GMMAP

**Casework**

Where required, to deliver and provide coaching to others on the following:

* Casework covering the full range of debt advice
* Act for the Customer where necessary by calculating, negotiating, drafting or writing letters and telephoning
* Negotiate with third parties as appropriate
* Ensure income maximisation through the take up of appropriate welfare benefits
* Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate.
* Assist Customers with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate
* Make home/outreach visits, where necessary and subject to resources
* Provide advice and assistance to other staff and volunteers across the whole range of debt issues
* Ensure that all casework conforms to the Customer-facing MaPS Standards and FCA requirements
* Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

**Social policy**

* Assist with social policy work by providing information about Clients' circumstances through the appropriate channel.
* Keep up to date with social policy issues

**Research and campaigns**

* Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure IT information assurance training is completed on an annual basis.
* Ensure that all work conforms to the office systems and procedures.
* Provide statistical information on the number of clients and nature of cases.

**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 | Must have completed relevant Supervisor training under the MaPS accredited Framework. |
| 2 | Must have a minimum of two years delivering debt advice to Quality Mark standards and funder requirements. |
| 3 | Must be able to work without direct support and supervision. |
| **Skills and Knowledge** | 4 | Must have excellent oral communication skills with particular emphasis on presenting feedback and coaching. |
| 5 | Must have effective writing skills with particular emphasis on presenting feedback and preparing reviews, reports and correspondence. |
| 6 | Must have the ability to use IT in the preparation of reports and submissions. |
| 7 | Must have an understanding and commitment to the aims and principles of the Citizens Advice Service and its equal opportunities policy.  |
| 8 | Must have the ability to monitor and maintain own standards. |
| **Personal Attributes** | 9 | Must have the ability to prioritise own work, manage deadlines and targets to meet Service Level Agreements. |
| 10 | Must have the ability to self-motivate and both work on your own initiative and as part of a team.  |
| 11 | Must have the ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. |
| 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 | Have experience in supervising a Money Advice team. |
| 2 | Have experience working with the MaPS Customer-facing Standards for quality. |
| 3 | Hold or working towards the IMA Certificate in Money Advice Practice. |
| 4 | Have Debt Relief Intermediary status or working towards. |

* **What we give our staff**

25 days annual leave, plus bank holidays.

Flexible working hours.

Comprehensive training and development package.

Employer 6% pension contribution.