

JOB PACK

Money Advice Team Supervisor - Debt Advice

Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Location:	Cavendish 249, Ashton Under Lyne, OL6 7AT, Baker House, Manchester, M40 8DS and/or Turner House, Leigh, WN7 4LJ.
Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

The department comprises a highly skilled and effective team. It strives to deliver a financial service which aims to meet the current and future needs of the business.

The team is committed to the organisation's aims and objectives and as such, work in a fast moving and exciting environment.

Opportunities to join the team are rare however a vacancy for a talented individual to lead an existing team of skilled Money Advice (Welfare Benefit) Officers now exists.

Role Summary:

You will supervise, support and lead a team of Debt Advisors and Triage Administrators. Providing day to day line management and professional supervision whilst also retaining your IMA Membership status and an active caseload of debt referrals.

Responsible To: Group Money & Debt Advice Manager

MAIN TASKS OR ACTIVITIES

1. To regularly monitor the financial impact and gain of the Team's work both to the Group and to individuals.
2. Audit Debt Advice cases in line with FCA regulations and provide feedback.
3. Review and update the case management system (Advice Pro), and ensure casework is regularly updated on corporate systems.
4. Manage, support and mentor a team of Debt Advisors handling client cases.
5. Undertake complete checks of all Jigsaw Hardship Fund applications and authorise if appropriate.
6. Monitor cases/workload to ensure workload is evenly spread between Advisors.
7. Manage a reduced caseload of Debt Advice referrals, providing a full service with checking for all available debt solution options including Debt Relief Orders and Bankruptcy.
8. Set targets for individuals by June for the coming year.
9. Arrange bi-monthly Money Advice Group staff meetings.
10. Complete staff reviews within corporate timescales and appropriate year end assessment.
11. Complete Risk Assessments as per Evotix notifications.
12. Practise and promote effective internal and external communication. Support the Arrears Managers with the 24-month plan for individual customer campaigns and continually review communication methods considering the cost-of-living crisis. In conjunction with the Arrears Managers, regularly review and update Income and Money Advice website pages and undertake geographically targeted social media campaigns, with Kelly Whittam in Communications as lead.
13. Continually develop your own skills and keep up to date with required CPD points to maintain IMA membership to ensure that the Money Advice Service remains fit for purpose.

14. To play an active part in the review of the Group's Income Policy and Procedures.

15. To ensure that procedures relating to Debt Advice are reviewed annually or sooner in the event of a change in legislation which impacts on current procedure.

16. Adopt a coordinated and proactive approach as a member of the Money Advice Team, supporting colleagues in other departments and continually improving the service. Contribute to a customer-focused culture committed to best value and high standards of service.

17. Follow all Group policies and procedures, including Health and Safety policies and supporting procedures, and comply with statutory regulations, legislation, guidance and other legal requirements relevant to the role. Attend mandatory training when requested to ensure compliance.

18. To represent the Group at various strategic and external partnership meetings.

19. When required to deliver in-house training sessions making staff and residents aware of Welfare Reform changes.

20. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

21. Carry out any duty which may be, from time to time, requested by the Assistant Director of Income and Leasehold, Director of Finance, Group Directors or Chief Executive, commensurate with the position.

CANDIDATE REQUIREMENTS

Candidate Requirements:	• Proven technical experience in Debt Advice with current MIMA (Cert) and Approved Debt Relief Order Intermediary status. • Strong leadership qualities to provide line management and professional supervision to a team of specialist Debt Advisers. • Ability to liaise with local partners, including DWP and Local Authorities. • Knowledge of rent arrears procedures and policies. • Demonstrates willingness and ability to change. Uses ideas to make positive difference to the way things are done. • Enthusiastic, committed, organised and motivated and able to work on own initiative. • Full, valid UK driving Licence with access to own vehicle. Must be willing and able to travel to all Jigsaw Homes offices.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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