Debt Service Manager

**Citizens Advice Rotherham & District Employment pack**

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

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# Job Description & Person Specification

## Role Description: Debt Service Manager

#### Hours: 37.5pw

#### Working Pattern: Mon- Fri 9am - 5pm

#### Salary: £32,532 - £35,169

#### Holiday: 30 days (plus bank holidays)

#### Responsible To: Director of Business Development

#### Location: Hybrid with at least 2 days per week office based. To be flexible as service requires.

## Purpose of Post

The Debt Service Manager will be responsible for the strategic oversight of our debt team, including monitoring funder relationships, service delivery management and direct line management for 5 debt caseworkers.

The Debt Service Manager will provide day-to-day technical debt support to the debt caseworkers and ensure the quality of advice given meets expected standards. They will ensure that all outcomes of the projects are being met in line with the mAPS project funding requirements and also be expected to oversee all aspects of the debt team’s ongoing development and learning needs, being a trusted and motivational leader.

**Management (80%)**

* To manage the practicalities of debt advice provision on the MaPS project, including the delivery of agreed levels of service and the provision of adequate caseworker cover.
* Monitor contract performance and individual staff targets.
* To undertake independent file review’s (IFR), and provide feedback of outcomes to caseworkers through a formal or informal review.
* Ensure you have provisions in place with another local Citizens Advice to complete your IFR every month and in return, complete 1 IFR for their office.
* 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.
* Ensure that all necessary weekly, monthly, quarterly and/or annual reports are produced and supplied to funders and the Director of Business Development.
* To provide technical debt advice support and act as a sounding board for the debt caseworkers.
* Monitor the quality of advice/information given to clients, taking action as appropriate, including providing feedback to caseworkers.
* Ensure that appropriate systems to monitor performance and quality are developed and maintained.
* Liaise with other Supervisors/Managers as necessary to ensure the smooth running of the whole service and that there is adequate staffing at all times.
* Undertake monthly reviews with your staff and ensure that training needs are identified and appropriate plans are put in place to meet needs and keep a record.
* Ensure that CARD policies and procedures are followed during advice sessions.
* To identify areas for improvement and support the implementation of new ways of working to support improvements in service delivery.
* To participate in recruitment and selection activities as delegated.

**Casework (20%)**

* Keep up to date with policies, procedures and legislation relevant to the service and areas specific to the post's responsibilities.
* Provide casework covering full ranges of debt issues and ensuring the team meets target.
* Prioritise and balance your caseload, ensuring deadlines are met, and clients are kept informed throughout the advice process.
* Ensure that all casework conforms to the bureau's Office Manual and the Advice Quality Standard and the MAPS Quality Mark.

**Senior Management Team**

* Take an active part of the Senior Management Team, attending bi-monthly meetings and supporting the development work of the service.
* Be a positive leadership role model within the service.

**Training and development**

* Identify and meet your own individual training and development needs.
* Work to maintain your own CPD and that of your team.

**Other duties and responsibilities**

* Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies.
* Assist with research and campaigns work by providing information about clients' circumstances.
* Promote the values of CARD - Generous, Innovative and Responsible.
* Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
* Carry out such other tasks, which may be within the scope of the post, to ensure the effective delivery and development of the service.

**Person Specification**

1. Good experience in providing money advice casework and a thorough understanding of the Money Advice & Pensions Service quality standards.
2. Proven ability to provide effective and visible supervision and managing a team, building accountability for delivery and to create a positive team working environment.
3. Experience of producing and analysing statistical data, including timely and accurate submission of reports to stakeholders and funders.
4. Resilient, able to be flexible and deal with setbacks and obstacles positively. I.e. ability to identify issues in service delivery and proactively design or implement improvements.
5. 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.
6. An understanding of the need for confidentiality of personal information.
7. A can-do positive attitude, who leads by example.
8. A good level of self-awareness and personal maturity.
9. A commitment to work within the aims, principles and policies of the Citizens Advice service.
10. Excellent people skills including the ability to engage and empathise.

# What we give our staff

* Hybrid working. We offer flexible working from day 1
* 30 days annual leave plus bank holidays
* We believe that the invaluable work we do comes from looking after our staff and volunteers so that they in turn have the energy and passion to do the best possible job for our clients.
* We offer a supportive environment where our people feel valued and enjoy plenty of opportunities for professional development within our service.
* You will join a service committed to its values of being Generous, Responsible and Innovative, with a commitment to making a difference to the lives of our community.

|  | 3 things you should know about us |
| --- | --- |

1. **We’re local and we’re national.** The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members across England and Wales. Citizens Advice Rotherham and District is part of the network of local Citizens Advice members and offers free, confidential advice to everyone locally as well as over the phone to clients across the country.
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. How the Citizens Advice service works

# Our Values

**We’re innovative.** We’re not afraid of trying new things and learning from things we get 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’re open and honest and we 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.

# Why work for Citizens Advice Rotherham?

Rotherham Borough has dealt with some challenging times over the past 10 years, but Rotherham Metropolitan Borough Council (RMBC) has turned a lot of the negatives into positives and as a consequence of some great leadership there is a real drive for change. The Rotherham Plan is in place and there are now huge investments being made by the council in the town centre and outlying areas. We are seeing more new businesses moving into the area, creating new jobs and training opportunities for local people. The cost of housing is low, compared to national averages, making Rotherham an affordable place to live and work.

Founded in 1969 Citizens Advice Rotherham is very much at the heart of our community, supporting local people to access free, independent, confidential and impartial advice and working in partnership with statutory and voluntary sector agencies to make a difference across the borough. We have a strong relationship with RMBC, from whom we receive £213,000 per year core funding to provide in person and digital advice, five days per week between 9.30am and 5pm.

Over the last four years we have been on a mission to improve our advice service offer in order to help more people, focusing much of our service development on hard to reach groups and communities. In 2021/22 we supported about 9,986 unique clients, this year we are once again expecting to support over 19,000. This uplift has been achieved from the hard work and dedication of our paid staff and volunteer team, who work together to deliver a great service. As a consequence of the pandemic, and a move to home working, we have also spent time reviewing the client journey and analysing how clients come into contact with us. This has resulted in a move to a digital by default advice service, backed up by in-person advice and outreaches some of which are delivered via video. We have invested in our call centre capacity, creating a virtual call centre, allowing us to join the Single Queue run by the national Adviceline team. This has resulted in a lift of calls answered from 50 per month to 500 and we have set a target of answering all our local demand (1000 calls per month) by March 2024.

Our office of 12 years is currently being redeveloped by the council. In fact they have knocked it down and are using the site as a base for the builders to work from on the redevelopment of the outdoor and indoor markets. In the interim we have been given a temporary home, sadly not big enough to deliver a drop-in service from, and this is where our admin support is based. The plan is that a newly refurbished building will be made available to us, with the expectation that we will be moving into it in January 2025. We are currently designing the internal layout, so that we get to move into an amazing new office fit for a cutting edge advice service of the future.

Financially we are secure, we have reserves of nearly 6 months of turnover and we use this to be innovative and creative in designing and delivering new services. We are not afraid to set a deficit budget in order to invest in our future and deliver a better advice service for our community.

We recognise the importance of our people and invest in their welfare and happiness. As a service we have adopted Generous, Innovative and Responsible as our values and our leadership works hard to demonstrate those values every day. Lockdown has been tough, addressing the impact on our people’s mental health has been a big priority. Over the past two years we have introduced a range of ideas to bring us all together, have fun, get to know each other and create that great team spirit we enjoyed when we all worked together in one building. We have achieved this with our 9am briefing, a 20 minute get together on Zoom, where we facilitate 121 and group chats, share news and success stories, as well as other wellbeing activities.

Before lockdown we ran numerous events eg: we took all our people for a fun awayday to South Yorkshire Wildlife Park in the summer of 2023, we had a bring your dog to work week and we celebrated our success by having a week of lunches, where every day of that week we provided all our people with a free lunch which we ate together.

# Overview of Citizens Advice

| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 260 local Citizens Advice members.  This role sits 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. |  |
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# Guidance notes for applicants

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience and career to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, address each of the points on the person spec, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

**Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

**Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Rotherham & District does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Diversity Monitoring**

Citizens Advice Rotherham & District values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Rotherham & District. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

**Information, experience, knowledge, skills and abilities**

This is a key section (section 2) of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide a minimum of one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 300 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

**Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, further details will be provided if you are shortlisted.

**References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

**Criminal convictions**

Anyone who applies to work within Citizens Advice Rotherham & District will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rotherham & District – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be discussed at interview.

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# CONFIDENTIAL APPLICATION FORM

**Section 1**

27 Howard St,

Rotherham

S65 1JQ

[careers@citizensadvicerotherham.org.uk](mailto:careers@citizensadvicerotherham.org.uk)

| Please refer to the Guidance Notes for Applicants before completing this application form.  We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you clearly demonstrate how you meet each point on the person specification. Please note that CVs are not accepted. | | |
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| Candidate ref number (for office use only): | |  |
| Position applied for | | |
| Job title |  | |
| Location |  | |

| Personal information and address for correspondence | |
| --- | --- |
| First name(s) |  |
| Last name |  |
| Address |  |
| Postcode |  |
| Telephone home |  |
| Mobile |  |
| Email |  |
| We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know | |
|  | |

| Entitlement to work in the UK |
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| To take up this post you must have the right to work in the UK.  Please note that Citizens Advice Rotherham & District does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system. |

| Criminal convictions | |
| --- | --- |
| Having a criminal record will not necessarily bar you from working for Citizens Advice Rotherham & District – much will depend on the type of job you have applied for and the background and circumstances of your offence.  For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack.  Please see Guidance Notes and Application Pack for further details. | |
| Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? | Yes / No |
| If YES please provide details of the offence and the date of conviction | |
|  | |

| References | | |
| --- | --- | --- |
| Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these should be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview. | | |
| Referee 1 | | |
| Name |  | |
| Address |  | |
| Postcode |  | |
| Telephone |  | |
| Email |  | |
| In which context does this referee know you? | |  |
| Referee 2 | | |
| Name |  | |
| Address |  | |
| Postcode |  | |
| Telephone |  | |
| Email |  | |
| In which context does this referee know you? | |  |

| **Section 2**  Information, experience, knowledge, skills and abilities |
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| IMPORTANT INFORMATION |
| It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.   * Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the Person Specification * Please ensure that you address *all* the criteria on the person specification using the same order and numbers * Use the included Guidance on Completing the Application Form for details about this section |
| 1. Good experience in providing money advice casework and a thorough understanding of the Money Advice & Pensions Service quality standards. |
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| 1. Proven ability to provide effective and visible supervision and managing a team, building accountability for delivery and to create a positive team working environment. |
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| 1. Experience of producing and analysing statistical data, including timely and accurate submission of reports to stakeholders and funders. |
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| 1. Resilient, able to be flexible and deal with setbacks and obstacles positively. I.e. ability to identify issues in service delivery and proactively design or implement improvements. |
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| 1. 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. |
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| 1. An understanding of the need for confidentiality of personal information. |
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| 1. A can-do positive attitude, who leads by example. |
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| 1. A good level of self-awareness and personal maturity. |
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| 1. A commitment to work within the aims, principles and policies of the Citizens Advice service. |
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| 1. Excellent people skills including the ability to engage and empathise. |
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| Career History | |
| --- | --- |
| Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependents etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.) | |
| Employer’s name and address and type of business. | State position held and outline briefly the nature of the work and your responsibilities. |
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| Dates (from and to) |  |
|  |  |
| Dates (from and to) |  |
|  |  |
| Dates (from and to) |  |

| Educational history | | |
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| Please give details of educational qualifications you have obtained from school, college, university etc. | | |
| Subject | Level | Grade |
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| Professional Development |
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| Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken. |
|  |

| Declaration | |
| --- | --- |
| Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Rotherham & District, and if appointed, for the purposes of employment at Citizens Advice Rotherham & District.  I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed. | |
| If you are sending your application form by email, please type your name below (as a substitute for your signature) to confirm that you agree to the above declaration. | |
| Signed: | Dated: |

Please return this form (alongside the diversity monitoring form) to:

[careers@citizensadvicerotherham.org.uk](mailto:careers@citizensadvicerotherham.org.uk)

# Diversity monitoring form

Please fill out this confidential form [HERE](https://docs.google.com/forms/d/e/1FAIpQLSexzLOqpYWF_L2CXrKwfWQSLyTzRWLLmh6xN6_hqQRqi4fUYg/viewform)

# Equity, Diversity and Inclusion

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us. We accept that equal treatment of people from discriminated against groups is insufficient to achieve equal opportunities and that positive action is also required. The service is therefore committed to positive action as a means of removing barriers to services and employment opportunities for those from discriminated against groups.

**To help us achieve this, we aim to make our recruitment process as fair as it can be:**

* **We judge the application, not the person**. Your application will be scored solely on your answers to the person specification section. This makes sure each person’s response is judged on its merits and not on their background.
* **We will meet any reasonable adjustment requests.** Please let us know if you need us to adapt our application process so there are no barriers for you to apply.

As part of our commitment to Equity, Diversity and Inclusion, Citizens Advice Rotherham & District encourage our staff to engage with National Citizens Advice network and support groups, such as:

* REACH – for all Black, Asian and racially minoritised people within the service
* Disability
* LGBTQ+
* Trans and Non-Binary
* Autism Spectrum and Neurodiversity

These are safe spaces for individuals to have a voice, raise concerns, seek support from

others, and act as a critical friend to the wider organisation.

**Ex-offender policy**

Citizens Advice Rotherham & District is committed to the promotion and delivery of equal opportunities to clients and to volunteers and paid staff. We welcome applications from any part of our community, including from people with criminal records. Having a criminal record will not necessarily bar you from working for Citizens Advice Rotherham & District – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Anyone who applies to work or volunteer within Citizens Advice Rotherham & District will be asked to disclose details of unspent convictions during the recruitment process. This information will not be shared with the interview panel and will only be discussed in more detail if you are the successful candidate. Candidates must not withhold information about unspent convictions and failure to reveal information that is directly relevant to the position could lead to a withdrawal of an offer of employment or volunteering opportunity.

We undertake not to discriminate unfairly against volunteers or paid staff who voluntarily reveal that they have a criminal conviction. Equally, we will not discriminate unfairly against volunteers or paid staff where a DBS check reveals a criminal conviction or other information about offences. We will ensure that an open and measured discussion will take place on the subject of any offences or other matters that might be relevant to the position.