



Terms & Conditions and Job Description for Operations Support Manager (OSM) Midlands & North Wales

Terms & Conditions

This role will cover the Midlands & North Wales. Typically, Leicester > Birmingham > Shropshire > N Wales, but flexible according to need.

16 hours per week

£25K pro-rata paid monthly in arrears

Appointment subject to successful completion of 3 month probationary period & references

Travel expenses (inc. mileage for OSM's own car: 40ppm @ July 2020) plus agreed reasonable subsistence and other work expenses, paid monthly in arrears

Contributory pension scheme

5 weeks pro-rata annual leave, plus pro-rata paid Bank Holidays

Perkbox employee benefits

Job Description

The key purposes of the role are to:

- Help enable the set-up of new centres, from first enquiry to opening the doors
- To provide support and advice to existing centres
- Ensure and audit the maintenance of CMA affiliation requirements across the OSM's region

The role necessitates remote working, including travel across OSM's area and to CMA H.O. in Shrewsbury, plus attendance at the annual CMA Envision Conference

Given that CMA affiliate centres are open across very varied hours, flexible working will be required. Office days (field/office balance to be agreed with the COO) will be conducted from home.

Key Tasks

- Work with COO to agree schedule of contact and priority of visits to affiliate centres
- Visit CMA affiliate centres with the following brief:
 - To encourage, support and advise the centre's manager, team, and umbrella management (as appropriate) on any or all aspects of running CMA Debt Advice Centres and CMA Connect Centres
 - To monitor each centre's caseload and provide help to increase it where possible
 - To ensure that the centre is operating in compliance with CMA membership requirements
 - To provide visits report including action points for CMA and/or the centre as appropriate
 - Agreed visit action points to be followed through: OSM actions to be resolved and results communicated back to the centre; any centre actions to be checked by OSM, either remotely or through follow-up visit, as appropriate
- **Employ Zoom video conferencing for 'visits' while Covid-19 lockdown restrictions persist**

- Maintain regular phone/email/video conferencing contact with OSM's centres
- Attend General Management Meetings (GMM) at Shrewsbury H.O. and report to team
- Provide written area summary report (for Trustees report) three times a year
- Arrange regional meetings and other appropriate regional activities

Secondary Tasks

- Make general contribution to CMA's Executive Team decision making
- Contribute to general management tasks or projects, by agreement and subject to time availability
- Contribute to CMA PR activity as appropriate: talks, presentations, acting as ambassador, etc.

Reports

The role reports to the Chief Operating Officer

There are no formal direct reports to the Operations Support Manager role

Role Requirements

The successful candidate will demonstrate the following:

- Christian Faith - GOR exemption applies
- Current knowledge and experience of debt advice case management
- Availability to travel throughout the region (and to Shrewsbury H.O.)
- Clean driving licence and own car
- Literate in Microsoft Office and/or Macintosh equivalents
- Strong written and verbal communication skills
- Strong organisational skills
- Ability to work remotely on own initiative
- Ability to provide excellent customer service to all enquirers and affiliates
- *Previous field management experience in either the charitable or commercial sectors would be an advantage, but not essential*
- *Likewise, appropriate experience in management, HR, training, teaching, coaching or similar*
- *Experience of using Zoom video conferencing would also be an advantage*

How to apply

Submit a letter of application and a copy of your current C.V. to John Franks (Chief Operating Officer):

john@communitymoneyadvice.com

If you wish to discuss the role prior to application, arrange a phone call with John or Heather Keates (CEO) by emailing info@communitymoneyadvice.com .

End date: Friday 17th July 2020

Interviews will be held shortly after the closure date via Zoom; time and date TBC.