

CMA Policy Manager

Job Description

Terms and conditions

£35K pro-rata
24 hpw flexitime
25 days pro-rata (5 weeks) paid annual leave
Pro-rata Bank Holidays
Contributory Pension Scheme
IT working from home allowance
Mileage and travel expenses allowance
Perkbox employee benefits scheme

The role is subject to a six month probation period

The role will be appointed initially for a 2 year (24 month) period. We fully anticipate permanent continuation beyond this period but that will necessarily be subject to a review of funding and business need (at 21 months).

Community Money Advice

CMA is a charity rooted in Christian beliefs with a vision to reach out and help anyone with debt and money problems, without prejudice. We do this by working with churches and other community groups to establish local debt advice services run in and by the local community. CMA is therefore an enabler (envisioning communities and helping them establish services) and a service provider (offering a full range of support services to the local, affiliate centres). CMA manages a broad range of customer facing and business development work, but underpinning all it is necessary that every member of the team is compassionately committed to helping people in debt. As a team, we expect high professional standards of us all, but we also believe we are people over and above being workers, and compassion and support underpin our relationships with each other and our customers (the affiliate centres). We work and partner with people of Christian faith, other faiths and no faith, believing all are equal, but the CMA staff team are all Christians; our faith is intrinsic to the expression of our work, most of our affiliate advice centres are based in churches, so for this role candidates need to be of Christian faith (employment exemption under GOR).

Policy Department Manager Role

REPORTS

The role reports to the CEO and the COO. The primary report is to the CEO to whom the Policy Manager will be responsible for the effective undertaking of policy work.

The secondary report to the COO will consist of regular contact with regard to general management practice, team work, and the Policy Manager's personal development as a member of that team.

In the first instance the Policy Manager will undertake all tasks within the remit with the direct support of a compliance consultant employed by CMA on contract (8-16 hpw variable), and with the management support of CEO, COO and other CMA department managers as appropriate. It is a hands-on role. In the mid-long term the Policy Manager may be responsible for building and managing a departmental team, but this will be subject to growth and business need.

The role can be home based or based at CMA's H.O. in Shrewsbury

THE WORK

CMA:

- Is authorised by the Financial Conduct Authority (FCA), operating within their regulatory framework.
- Is accredited by the Money and Pensions Service, operating in accordance with their 'excellence' framework.
- Works with Scottish and Welsh accreditation bodies, the Insolvency Service, the Money Advice Trust and other sector organisations, with regards to developments in sector policy and practice.
- Is involved with cross-sector working groups, influencing policy (e.g. Debt Respite/Breathing Space and Taking Control: Bailiff Reform)

All that CMA undertakes operationally stands on complex policy & procedure and accreditation underpinnings. In addition, sector regulation is in a state of continuous development. Therefore the Policy Manager will take responsibility for the following:

- The research, analysis, interpretation and implementation of new sector regulations: Gov., FCA, MaPs, Other. This may entail engagement with cross sector working groups.
- The research, analysis, interpretation and implementation of changes and additions to debt advice solutions (e.g. Breathing Space; Statutory Debt Repayment Plans; DROs)
- The management of rolling reviews of MaPS accreditations (typically one or two per year)
- Working with other department managers to ensure that all implications and necessary changes to CMA policy, practice and documentary resources driven by regulatory change, are fully implemented across the charity.
- Translate the above work into Plain English documentation and clear communication for/to the CMA team and the affiliate network.

THE SUCCESSFUL CANDIDATE

Will demonstrate:

Requirements

- An informed understanding of the personal debt landscape in the UK
- An informed understanding of the UK debt advice sector
- An understanding of client facing debt advice working and debt options
- Familiarity with FCA regulation and CONC, or near equivalent parallel experience of similar regulation
- An understanding of National Operational Standards (NOS) pertaining to money advice, or near equivalent parallel experience of similar operational standards frameworks
- A demonstrable ability to research, analyse and fully understand complex regulations
- A demonstrable ability to capture that understanding and translate it into Plain English documentation, and implement clear communication of this to the CMA team and the affiliate network
- Experience of working on your own initiative, often remotely from other team members
- Experience of working cross-functionally with other managers and staff to ensure the full implementation of change driven by regulatory/accreditation requirements, across all departments
- A clean driving licence and the ability to undertake some travel for work within the UK
- *Beneficial: Specific knowledge of Scottish money advice regulation and their differing debt solutions and operational practices*