

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

Community Money Advice (CMA)

Terms & Conditions

16 hours per week, flexitime

£27K FTE pro-rata paid monthly in arrears

Appointment subject to successful completion of 6 month probationary period & references

Travel expenses (inc. mileage for OSM's own car: 45ppm @ March 2023) and agreed reasonable subsistence and other work expenses, paid monthly in arrears. 5 weeks pro-rata annual leave, plus pro-rata Bank Holidays.

Contributory pension scheme. Perkbox staff benefits scheme.

Who you will be working for: 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). The OSM role covers a broad range of tasks, but underpinning them 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 the advice centres you would be working with are based in churches, so for this role candidates need to be of Christian faith (employment exemption under GOR).

Job Description

The key purposes of the role are to:

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

The role necessitates remote working, including travel across OSM's area. Given that CMA affiliate centres are open across very varied hours, flexible working will be required. OSMs also employ Zoom Conferencing for some 'visits' and meetings. Office days (field/office balance to be agreed with line manager) will be conducted from home. You will be a member of a geographically dispersed team of part time staff.

Key Tasks

- Work with your line manager 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 a community debt advice centre
 - To monitor each centre's caseload and provide help to increase it where possible

- To check that the centre is operating in compliance with CMA affiliation requirements
- To provide a visit 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
- Maintain regular Zoom/phone/email contact with OSM's centres
- Attend Management Meetings at Shrewsbury H.O. (or other UK locations as necessary) or via Zoom and report to team
- Provide written area summary report for key management meetings

Secondary Tasks

- Make general contribution to CMA's management 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 Operations Manager

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

Role Requirements

Appointees will demonstrate the following:

- Christian Faith (GOR)
- (Preferred) Current knowledge and experience of debt advice case management
- Appropriate experience in management, HR, training, teaching, coaching or similar
- Availability to travel throughout their area (and to Shrewsbury H.O.)
- Clean driving licence and own car
- Facility with Zoom and/or other video conferencing programs
- 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*

CMA Values Statement

Being able to buy-into and feel aligned with an organisation's culture is as important as the skills required to undertake the role being applied for. The following is CMA's Workbook outlining our values and working practice, which are embraced by the CMA staff team. If invited to interview for this role, the first interview question will concern why and how you believe you will fit with, and can embrace, the statements in this Workbook.

CMA Workbook

Question	Answer
Primary statement	CMA is God's charity. We are its servants and stewards
Why do we exist?	To help set people free from debt and give them hope for the future
How do we behave?	As servants. With integrity, compassion, humility, and professionalism
What do we do?	We provide set-up and ongoing services to enable churches and other organisations to run effective debt advice services, and help clients direct from the CMA Hub
How will we succeed?	By seeking God's will in all we do. By continually improving and developing customer driven services. By sticking to our values. By continuing to differentiate ourselves: people focused advice, no time constraints. By keeping the CMA team structure efficient. By all staff buying-in to our aims and values