

Specialist Support Manager (SSM) Job Description

Terms & Conditions

£26K pro-rata
8 hpw flexitime, home working*
5 weeks paid annual leave
Pro-rata paid Bank Holidays
Contributory pension scheme
Perkbox employee benefits

* Additional hours may well be available in due course in line with rising network demand for Specialist Support

Overview

The successful applicant will be working alongside the current SSM, Isla Biggs, reporting to the Operations Manager (OM), Mark Johansson. Specialist Support services can be accessed by CMA affiliate centres throughout the working week, so the SSMs work flexibly to a schedule agreed with the OM.

The SSM role is focussed on providing remote support for the CMA network of affiliate centres in three areas:

- Adviceline
- Catalyst Support
- DRO Referrals

The successful candidate will therefore be:

- An experienced debt adviser
- Have a good working knowledge of the Catalyst casework management program
- A DRO approved intermediary

Telephone Adviceline

The Adviceline is a service for Debt Advisers in CMA Debt Advice Centres to ask for advice regarding client casework. The SSM provides informed advice to the Adviser, which is then logged.

This service is open from 9.00 to 21.00 Mon to Fri, while 99% of calls are received between **9.00 to 18.00**, which is the key period for SSMs to monitor. This facility is managed through an online call management system which also lists recent calls. If a call cannot be answered immediately, then a call back should be made asap, and within 24 hrs maximum.

Email Adviceline

As with the telephone service, email advice queries can be received at any time during the week. However, most email requests are 'non-urgent' and while it is excellent to be able respond ASAP after receipt, it is often more practical to have an 'email advice query' session the morning after the day of receipt to manage the work in a more time controlled manner.

Catalyst Support

Support requests are managed through an online ticketing system. Again, requests can be received at any time. In the first instance you receive an email titled SUPPORT which will detail the enquiry. This will allow you to judge whether it needs to be responded to immediately or whether it can wait more on your convenience. To answer the query you click a link in the email to take you to the support ticket site. On the site you can answer queries, redirect to other users, or in the case of queries needing technical work to tech support at iO. N.B. Tech support costs CMA, so all cases that can be resolved by the SSM or CMA I.T., must be, to control those costs. You will have access to Catalyst Administration, which will allow you to directly investigate inside the system, when appropriate.

DRO Referrals

Processing DROs on behalf of affiliate centres that do not have an Approved Intermediary. These are not highly time sensitive and can be managed in 'allocated time' as with Adviceline emails.

Time

The greatest challenge of this role is time flexibility and calls/enquiries can sometimes come in small gluts.

CMA does expect staff to keep to their work hours, and so monitoring what will be 'chunks' of time across the week is very important. A working pattern that is flexible but practical will be agreed with your line manager, Mark Johansson.

Induction

Full training will be given on the systems employed to manage and log SSM work.