

### MILTON KEYNES MONEY ADVICE CENTRE MANAGER

#### Objective / Purpose of MKMA

Milton Keynes Money Advice is a service that, within an atmosphere of trust and relationship, offers free impartial and confidential advice to all members of the community on aspects of money management in order to give those who use this service confidence in knowing how to understand and manage their affairs regardless of their financial standing

#### Objective / Purpose of the Job

This role provides specific day to day management support to Milton Keynes Money Advice activities that are part of the social action ministry of New life Church Milton Keynes.

Proactive planning to develop the role of MKMA as well as positively reacting to financial management needs in the community.

The allocation of specific tasks and responsibilities of the Centre Manager role will be determined by the Management Committee and may vary from time to time to meet the needs of the work. The potential initial allocation of responsibilities are as follows

Specific Objectives:

#### **Leadership:-**

- *Envision the team for the task.*
- *Recruit volunteer advisors and office volunteers. (This will be key early on.)*
- *Effectively lead the team of volunteer advisors and administrators to ensure a consistent standard of advice is given consistent to MKMA policies.*
- *Provide a secure environment for clients and advisors.*
- *Ensure that all advisors are qualified to CMA level 2 training (or equivalent) as a minimum.*
- *Train and induct office volunteers.*
- *Review individual training needs and provide opportunities for development.*

#### **Development:-**

- *Develop the services of MKMA in scope and scale to maximize resource and its effectiveness in positively addressing money management in the community.*
- *Ensure that an active recruiting process is provided for advisory and administrative roles.*
- *Ensure active links are maintained and developed between MKMA and external agencies.*
- *Keep abreast of current legislation, industry developments and good practice, and cascade relevant information to rest of team.*

#### **Administration:-**

- *Deal with incoming correspondence, telephone messages and email.*
- *Maintain appointments diary scheduling and arranging client appointments / reviews in liaison with both advisors and clients.*
- *Prepare all necessary paperwork as needed for client appointments / reviews.*
- *Manage the in-flow of clients to ensure sufficient advisors available for new clients and*

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*existing client reviews.*

- *Provide sufficient office equipment and stationary for office to operate.*
- *Prepare regular reports and an annual budget for presentation to Management Team, and MKMA team.*
- *Ensure that procedures and processes are implemented and maintained in order to ensure a streamlined approach to all areas of administration and support.*
- *Ensure that data held on clients, both paper based and electronic, is properly secured.*
- *Maintain stocks and accuracy of published material for New Life Church and external agencies.*

### Dimensions and Quantities

This role works closely with the New Life Church leadership and the Milton Keynes Money Advice Management Committee in maintaining an efficient level of service from the service at all times. This includes the day to day working balance, implementation of new procedures and processes and the training of team members in specific areas of responsibility.

This role supports a ministry that currently works with 2 volunteers in the team, in excess of 30 clients, communicating regularly with over 50 different creditors. The service offers booked interviews on one evening a week and various daytime appointments on a pre-arranged but flexible basis. Clients are accepted from all over Milton Keynes although focus is given to the local area covered by New Life Church.

Increasing the number of volunteers will be a key priority in the early days.

### Key Accountabilities / Activities

- Make a personal contribution in ensuring that the service provided by the service is in line with the purpose and objectives above.
- To work closely with the MKMA team in coordinating daily priorities to ensure that activities are carried out effectively and efficiently.
- To work closely with the MKMA Team in reviewing daily procedures to ensure that all activities are carried out in the most effective and efficient manner.
- To work closely with the New Life Church senior staff, and particularly Sharon Clark, Operations Manager, in developing a team training programme and implementing that within the Milton Keynes Money Advice Team.

#### **In common with all members of team:**

- Work as an advisor as appropriate during daytime and evening hours.
- Further the aims and objectives of Milton Keynes Money Advice, working in accordance with its ethos.
- Undertake personal development through study and in-service training as agreed.

### Essential Educational and / or Training Qualifications & Certificates

A basic level of education in English and Mathematics to at least GCSE level.

Intermediate IT skills, including Word, Excel, Outlook and Database.

### Preferred Experience and Knowledge

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An individual with a heart for the ministry of Milton Keynes Money Advice and its ethos and values.

An understanding of basic budgeting and financial management.

Experience gained working in an office environment.

The ability to work in an organised manner without direct supervision.

The ability to take on responsibility and to use initiative effectively as required by the role.

The ability to work within a team environment within a leadership role.

The ability to work in a systematic and methodical manner.

To have good attention to detail.

To have good interpersonal skills and be able to communicate effectively with people at all levels.

### Necessary Technical / Functional Skills

Proven ability to work confidentially with sensitive information.

Proven ability and experience of word processing, spreadsheets, email, database systems and the ability to analyse data.

### Required Behavioural Competencies

Flexibility	Willing to adapt thinking and behavior to suit the requirements of different situations, demonstrating a flexibility of approach for the good of the service. Able to see value of an alternative view in different situations.
Relationship building	Works to identify, build and maintain positive long-term relationships with clients, team and external agencies.
Results focus	Sets challenging yet realistic goals and objectives, focusing energy into striving to achieve them within agreed timescale.
Critical information seeking	Probes to identify key information. Seeks the full range of relevant and accurate data and uses different sources to verify critical information.
Thoroughness	Follows tasks through to completion with attention to detail and accuracy.
Concern for impact	Anticipates and responds to the needs of others in order to achieve the required outcome. Develops and modifies approach to reflect the feelings, views and concerns of others in order to influence.
Analytical thinking	Analyses problems and identifies the key issues, which need action. Assesses a situation in a systematic way, identifying time sequences, setting priorities and drawing logical conclusions from the data.

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Initiative	Anticipates situations, problems or opportunities (before being asked) and takes appropriate action, actively finding ways forward.
Independence	Prepared to raise important issues, including in the face of anticipated or actual opposition. Stands up for own ideas and confident to express them, not giving in to group pressure simply to please or avoid conflict.
Conceptual thinking	Identifies patterns and connections between situations. Understands complex data and situations and develops innovative solutions.
Self-control	Performs effectively and maintains stamina in stressful and difficult situations. Able to keep emotions under control when provoked or when faced with opposition or hostility from others.

<b>Profile completed by: Dave Cooper</b> <b>Revised by: Dave Eyeington</b> <b>Revised by Sharon Clark</b>	<b>3<sup>rd</sup> January 2013</b> <b>5<sup>th</sup> March 2013</b> <b>10 September 2015</b>
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