



# Fair Money Advice

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Fair Money Advice is the subsidiary Charity of Fair Finance. Fair Money Advice (FMA) provides quality debt and money advice services to help clients manage their finances and debts; protect their essential services; and safeguard their income and priority needs.

Currently, specialist FMA services include emergency debt support for over-indebted individuals; preventative advice to protect individuals from getting into debt; and smart money workshops to improve financial management skills.

Fair Finance is a not for profit organisation set up to tackle financial exclusion and exploitation. It offers an alternative to moneylenders and takes on loan sharks in London; it helps to create businesses and support entrepreneurs. All of Fair Finance's advice and education services are delivered through Fair Money Advice.

Fair Money Advice is expanding its team and is looking for a full time **Supervisor**. This is an exciting opportunity to join a dynamic team at a pivotal moment in our organisation's growth.

You will be someone who enjoys providing a first class and comprehensive support service to a busy client facing team. Your main duties will include dealing with enquiries, responding to client and case correspondence and analysing and interpreting complex information for clients and advisers. You'll also enjoy supporting the team in sharing their impact to clients, funders and the wider public through all communication channels. In general, you will need strong administrative, research and data skills, excellent communication and critical-thinking skills, and should be flexible and capable of working independently and as part of a team.

This is an important and **senior role**, for someone looking to expand and build skills, experience and knowledge about the money and debt advice sector further in a more senior capacity. The post holder will be part of a small team and need to be a proven self-starter.

The team language is English, and Fair Money Advice is an Equal Opportunities employer.

**Closing date for applications is ENTER DATE.**

## How to apply?

**Application is by CV and covering letter only**, telling us why you want to work for Fair Money Advice and how your experience and skills fit the job description.

If you would like to discuss any aspects of the role, please contact Jahanara Khanom on 0203 475 8811 or email [info@fairmoneyadvice.co.uk](mailto:info@fairmoneyadvice.co.uk).

# JOB DESCRIPTION

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Job Title	<b>Senior Debt Adviser /Supervisor</b>
Salary	£
Annual Leave	20 days paid holiday and contribution to a stakeholder pension of 3%
Hours of work	37.5
Contract	
Location	Fair Finance has offices across east and south east London and the post holder will be required to work across all branches as needed.

## **Purpose of the Job**

Fair Money Advice provides client focused and impact driven services. The ability to provide first class advisory and casework services that impact individuals, and the communities they live in, is fundamental to the way in which Fair Money Advice provides transparent and evidence based services.

FMA is looking for a proven self starter to support our specialist casework and advisory team. You'll provide comprehensive casework support to a busy team, working in a fast paced but rewarding environment

## **Training and development**

Fair Money Advice will provide internal and external training as appropriate. Continued professional development is fundamental to the values of Fair Money Advice in building capacity amongst its team members. The role of Trainee Caseworker is a fundamental

## **Main Duties and Responsibilities**

Personal debt and its consequences have an enormous affect on individuals and families alike. The Fair Money Advice works with partner Housing Associations to provide budgeting advice and support to try and alleviate these difficulties working with tenants to prepare detailed financial statements and explore ways of maximising income and reducing outgoings. Advisers from FMA also negotiate with creditors directly on behalf of tenants; set up manageable and sustainable repayment arrangements and provide full casework services.

The role of Senior Adviser/Supervisor is a core and important post of FMA. The post holder will work closely with the Services Manager to meet funding contractual targets, maintain quality standards, maintain training and development targets for advisers and carry out day to day adviser supervisions.



The post holder will also act as deputy to the Services Manager in their absence.

## Reporting

The post holder will report directly to the Services Manager of Fair Money Advice

## Tasks & Responsibilities

### Client Care & Casework

1. Client Casework Providing money management and budgeting advice to individuals face to face, via written correspondence and over telephone. Negotiating with third party agencies on clients' behalf, completing official forms and keeping accurate case records. Taking on cases of multiple debt clients to completion and responsible for individual caseload

### Coordination of Fair Money Advice Services

1. Systems and Quality Control Management - ensuring that procedures and policies are maintained across all casework and advice services. Providing advisers with regular direction and training to ensure that services adhere to agreed standards. Revising and improving systems to ensure efficiency and adherence to Data Protection.
2. Supervision of Advisers - coordinating case allocation, carrying out regular file reviews and casework meetings to ensure that advisers have the necessary support to carry out their work. Monitoring caseloads and coordinating training for advisers.
3. Setting and Maintaining targets – ensuring that targets are met, cases meet minimum financial inclusion indicators, quarterly reports are completed and sent in line with requirements
4. Data Management- ensuring that systems and data control are in line with regulatory and funding requirements. Responsibility for ensuring that all FMA and FF policies are maintained, including AQS and FCA standards are adhered to
5. Publicity /Increasing FMA Partnership – raise the profile of FMA locally, regionally and nationally
7. Deputising for the SM - liaising with individuals, companies, charitable trusts, businesses, local authorities, and government agencies in the absence of the SM.

### New Product Development at Fair Money Advice

1. Product Development – Work closely with the Services Manager to develop and promote new services such as the Financial Capability workshops and telephone advice to ensure regular attendance and profile. Assist in identifying new areas for new services such as training, generic financial advice and other opportunities for FMA
2. Debt Advice Supervision - supervision of debt advisers and senior adviser, checking quality of advice, regular reviews of targets and service, ensuring induction and training materials are relevant and maintained

3. Networking - promoting the FMA image across all local and relevant networks and through FF products.
4. Investigation & Research – working closely with the SM in researching and compiling reports about new and existing demand for debt advice and debt prevention services. Research and reports will be used to strengthen the FMA business case for expansion and roll out of the programme as well as strengthening business planning

### **Management of Fair Money Advice**

1. The post holder will be a senior member of the team at Fair Money Advice. S/he and may be required to occasionally represent Fair Money Advice and /or Fair Finance during seminars and conferences at local, regional, national and European levels.

### **PERSON SPECIFICATIONS**

#### **Qualification**

Desirable Educated to degree standard or equivalent

#### **Skills**

Essential	Good understanding of the barriers faced by over-indebted and financially excluded communities
Essential	Good communications skills – including written and personal presentation skills
Essential	Customer service and client relations skills
Essential	Knowledge and experience of case management procedures – especially supervisory skills in case management
Essential	Well ordered administration, word processing and other IT skills
Essential	Working in a small team and autonomously
Essential	Problem solving and analysis
Desirable	Ability to deal with a variety of formal and informal group situations
Desirable	Report writing

#### **Experience**

Essential	Supervising and target setting
Essential	Supervising a small team
Essential	Partnership working with a variety of different stakeholders
Essential	Experience of delivering workshops, facilitating group sessions
Desirable	Experience of supervising a team of advisers and a full caseload agency
Desirable	Customer service
Desirable	Work with community/residents/youth groups
Desirable	Working in diverse multi-ethnic communities
Desirable	Awareness and understanding of regeneration

