



MONEY ADVICE & BUDGETING SERVICE

SERVICE DELIVERY MANAGER

Candidate Information Pack

September 2022



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Money Advice & Budgeting Service

The Money Advice & Budgeting Service is a free, independent, confidential and non-judgmental money advice and budgeting service for all members of the public. MABS primarily works with people experiencing over-indebtedness. MABS work with clients who may have difficulties with a wide range of personal debts including personal loans, mortgages, credit card debt, catalogue debts, debts to legal moneylenders and hire purchases. We assist clients by reviewing budgets, negotiate with creditors and look at opportunities to maximise income. MABS may support clients for a short term to repay creditors through a debt management facility known as a Special Account.

MABS also act as Approved Intermediaries under Personal Insolvency legislation for clients availing of a Debt Relief Notice. MABS has always dealt with mortgage and housing related debt and this is treated as a priority debt in MABS. MABS has an additional panel of over 30 Dedicated Mortgage Arrears Advisers to work with clients on their mortgage arrears issues.

MABS acts as the gateway to advice under the Abhaile scheme, which provides vouchers for clients to see Personal Insolvency Practitioners, Legal or Financial advisers. In addition, MABS supports clients at all of the repossession court sittings in the country as Court Mentors.

MABS has a remit in Money Management Education by advising clients in relation to budgeting and debt management and facilitating group talks in schools and the community in relation to money management, good saving and spending habits, sources of credit and the avoidance of over-indebtedness.

The Role

The Service Delivery Manager is fully responsible and accountable for the delivery of a timely, efficient and effective high quality Money Advice and Budgeting Service to clients in their designated area.

Applicants

If you are interested in working within a dynamic, face-to-face money advice service, engaging with people from diverse backgrounds who are experiencing difficulty with debt we would welcome your application for the position of Service Delivery Manager with our service.

MABS Regional Companies

Each MABS employee is part of a Regional company, which covers a large geographic or urban area. The Regional Company is a registered charity and lead by a Regional Manager reporting to a voluntary board of Directors and funded through a service level agreement with the Citizens Information Board.

The eight regional MABS companies are as follows: North Dublin, Dublin South, North Connacht & Ulster, North Leinster, North Munster, South Connacht, South Leinster and South Munster, as illustrated in the map below.





Service Delivery Manager - Job Description

Reports to: Regional Manager

Key Responsibilities:

Planning & Development of Services

- Develop the services by implementing the organisation's business strategy and annual action plans and develop and deliver business plans, at local level.
- To support the Regional Manager and be a key contributor to the organisations' strategic aims, plans and change management.
- Collect and collate data and provide regular management reports and updates, as required, and be responsible and accountable for the services delivered in the designated area.
- To ensure the service continues to meet the changing needs of the communities and the people it serves foster strong links and effective networking with other organisations in the designated area.
- To promote awareness of the service through local media, presentations, community education, talks etc.
- To be responsible for the planning, implementation and delivery of money management education programmes across the nominated area and elsewhere as required.

Personnel Management

- To be responsible for the recruitment, line management and supervision of staff and distribution of workloads across the nominated area.
- To manage the performance and development of staff under the Performance Management and Development System and in line with all Staff Handbooks, HR policies and procedures.
- To identify training needs and ensure that appropriate induction and ongoing training is provided to all staff to ensure the delivery of a professional, high quality and client focused service.
- To act as a conduit in the flow of communication between the Regional Manager and staff and to foster a sense of team, ensuring that there is a flow of communication between the staff through regular team meetings and other appropriate means.
- Be responsible for Health & Safety and Facilities/Premises management at local level.
- Maintain all personnel and other company records in accordance with company policy, data protection and other legislative requirements.

Quality Management

- Implement Best Practice agreed quality standards for Money Advice & Budgeting in your designated area and contribute to the development of new best practice standards.
- Support staff to attain the highest quality standards in all aspects of money advice, through training, mentoring and compliance with the Quality Standards for MABS.
- Support the Quality assurance process by undertaking regular Client Case Reviews in accordance with Quality policies and procedures, provide feedback to staff and monitor and record progress.
- Ensure that all clients are provided with the fullest information and advice on all their options including statutory and voluntary.
- Establish and monitor client feedback mechanisms and report on same to the Regional Manager.
- Be responsible for and ensure the delivery of a consistent high quality MABS service to clients in your designated area and deal with and act on customer complaints and feedback in accordance with policy.
- Ensure the integrity, security and quality of client and personal data held in accordance with Data Protection and other legislative requirements.
- The Service Delivery Manager may be required to carry a client caseload depending on the needs of the service.

Additional Responsibilities

- Attend seminars and meetings when directed by the Regional Manager.
- The Service Delivery Manager will also be asked to perform other duties, appropriate to the role.
- From time to time the SDM may be asked to deputise for the Regional Manager or provide cover for other Managers or the Regional Manager in his or her short term absence.
- Given the nature of the organisation this role may be subject to change over time, a high degree of flexibility is expected.

Service Delivery Manager - Person Specification

Essential Education Qualifications and Experience

- Hold a recognised third level qualification at a minimum of Level 8 on the National Framework of Qualifications in Finance, Human Resources, Quality Management or Community Development
- 3 years relevant management experience in one or more of the following areas; Money Advice, Debt Management, Personnel Management, Finance or Quality Management

Essential Knowledge and Skills

- Demonstrated expertise and experience in money advice, budgeting and debt management particularly in the area of consumer debt.
- Demonstrated team leadership and experience of personnel management.
- Strong Quality management and customer service focus.
- Ability to work on own initiative, self-motivated and highly flexible.
- Highly developed interpersonal skills and an effective team leader.
- Excellent ICT skills and experience of software systems including Case Management and HR packages.
- Excellent presentation and communication skills.
- Experience of working with a diversity of individuals and groups particularly people experiencing difficulty coping with their situation.
- Capacity to develop and implement organisational plans and policy and provide written management reports on activities.

Desirable skills

- Experience of personal insolvency, financial services, voluntary and statutory debt resolutions.
- Experience in change management.
- Experience in social policy and advocating for change.
- Experience of public funding and community and voluntary sector.

Service Delivery Manager – Required Competencies

Competency	Indicators
C1 Team Leadership	<ul style="list-style-type: none"> • Ability to lead a team, encouraging, inspiring and supporting others to deliver on organisational strategies, action plans and day-to-day service requirements • Provides clear information and advice as to what is required of the team • Leads the team by example, coaching and supporting individuals as required • Works with the team to facilitate high performance and addressing any performance issues if they arise • Places high importance on staff development/training and maximising skills and capacity of team • Is flexible and willing to adapt, positively contributing to organisational strategies, plans and the implementation of change
C2 Client Focus & Quality	<ul style="list-style-type: none"> • Understands who the client is and is willing and able to deliver high quality services • Proven ability to meet the needs and, potentially exceed, the expectations of all clients • Constantly strives to find new ways to increase client satisfaction • Actively listens and seeks information from client and displays empathy • Demonstrates a clear commitment to organisation quality customer service, standards, strategies, policies and initiatives • Applies appropriate systems or processes to enable quality checking of all activities and outputs
C3 Effective Communication	<ul style="list-style-type: none"> • Ability to effectively communicate, both verbally and in writing, with individuals and groups • Ensures there is an effective flow of information between the team and regional management • Establishes quick and easy rapport with staff, colleagues and external stakeholders • Treats others with diplomacy, tact, courtesy and respect even in challenging circumstances • Collaborates and supports colleagues and regional management to achieve organisational goals

Competency	Indicator
C4 Management & Delivery of Results	<ul style="list-style-type: none"> • Ability to focus efforts and energy on successfully achieving standards of excellence in delivery of goals and objectives. • Thinks ahead, identifies opportunities and independently takes action to influence events where appropriate • Is accountable for meeting objectives to the required standard • Ability to monitor own performance as well as that of a team and takes initiative to improve performance • Takes responsibility and is accountable for the delivery of service in their given area • Structures and organises their own and their team’s work effectively
C5 Analysis, Reporting & Decision Making	<ul style="list-style-type: none"> • Effectively deals with a wide range of information sources, investigating all relevant issues. • Uses numerical data skilfully to understand a person’s financial position or in evaluating the service • Finds new ways of reporting information and improving on existing reporting processes both quantitative and qualitative • Identifies gaps or anomalies in service provision or policy and prepares reports and submissions • Draws accurate conclusions & makes balanced and fair recommendations backed up with evidence
C6 Specialist knowledge & Self-Development	<ul style="list-style-type: none"> • Has high levels of expertise in the area of money advice, debt management or financial services and shares this with others • Proven ability to represent and negotiate on behalf of clients with creditors or other service providers to achieve the best possible outcomes • Knowledge of the legislative, policy and regulatory framework in relation to consumer debt • Develops and maintains skills and expertise to perform the role effectively e.g. relevant software and IT systems, organisational policies and procedures and relevant legislation, policy and regulatory framework • Constantly learns from experience and takes the initiative to develop new skills and expertise through research, learning and training

Service Delivery Manager – Terms and Conditions

Salary: Salary scale of €42,663 - €44,080 - €45,498 - €46,916 - €48,333 - €48,869 - €50,312 - €53,023 - €54,642 (max) - €56,656 (LSI1) - €58,682 (LSI2)

LSI = Long service increment achieved after 3 years' service

Incremental Credit: It is expected, that all new entrants to MABS will be appointed at point one of the salary scale however the Money Advice & Budgeting Service operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into MABS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

Pension: A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. Please note that MABS has established a normal retirement age in line with the State Pension (currently 66).

Annual Leave: Calculated on a pro rata basis for part year and part time as follows:

- 29 days
- After 5 years' service = 31 days

Full Terms and Conditions are contained in a MABS Staff Handbook which is issued with and forms part of an employee contract with the Money Advice & Budgeting Service (MABS) companies.

How to Apply

- A relevant application form can be accessed at www.mabs.ie
- Applicants must meet the minimum criteria for the role set out in the person specification and possess all required competencies and will be shortlisted solely on the basis of information provided in their completed application form.
- Curriculum Vitae (CVs), late, incomplete or hand-written applications **will not** be considered.
- Please contact **MABSNCURegionalAdmin@mabs.ie** if you have any special requirements in relation to completing the application form.
- Closing date: **12 noon on Wednesday 28th September 2022**
- Please email application form to: **northconnachtandulster@mabs.ie**
- Successful applicants may be required to complete an assessment on the day of interview, which may be an IT or written skills test, case study and or presentation, you will be advised in advance.
- A panel of qualified candidates may be formed from which temporary and permanent, part-time and full-time SDM posts which arise in a specified period, up to a maximum of 12 months, will be filled. Posts will be located in the MABS region applied for.
- For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link: http://www.citizensinformationboard.ie/en/data_protection/mabs.html

Money Advice & Budgeting Services are equal opportunities employers.