



MABS SUPPORT CLG
EDUCATION AND FINANCIAL INCLUSION EXECUTIVE

Candidate Information Pack

2023



MONEY ADVICE & BUDGETING SERVICE & MABS SUPPORT CLG

The Money Advice and Budgeting Service (MABS) is a free, independent, confidential and non-judgmental money advice and budgeting services for all members of the public. MABS is structured on a Regional basis, operating from over 60 offices nationwide and primarily works with people experiencing over indebtedness.

MABS is funded by the Citizens Information Board (CIB) and staffed by experienced Money Advisers who work with clients experiencing difficulties with a wide range of personal debts including personal loans, mortgages, credit card debt, catalogue debts, debts to legal moneylenders and hire purchase. They act as Approved Intermediaries under Personal Insolvency legislation.

MABS SUPPORT CLG

MABS Support CLG is a separate entity, dedicated to the provision of supports to the MABS staff in the regional network of companies and providing specialist expertise in a range of areas to include learning and professional development, training, expert advice on case management and support with the centralised IT systems used by the nationwide MABS network.

It also works with its stakeholders (MABS Regions and CIB) in relation to the progression and advancement of relevant social policy initiatives, providing support also to the MABS regions in fulfilling their remit in Money Management Education, advising clients in relation to budgeting and debt management on good saving and spending habits, sources of credit and the avoidance of over-indebtedness.



Education and Financial Inclusion Executive Job Description

Job Summary

The Education and Financial Inclusion Executive will be part of the Learning and Development team with primary responsible for providing effective education and financial inclusion support to MABS in accordance with an agreed education/financial inclusion plan for MABS.

The role is based at MABS Support CLG's premises in Blanchardstown, Dublin 15 and the jobholder may be required to travel from time to time, and some flexibility may be required in line with business needs.

Overall duties will include:

Collaboration and relationship building

- Working as part of the Learning and Development team in MABS Support developing skills of MABS staff and supporting MABS staff to deliver education sessions.
- Creating strong working relationships with MABS internal and external stakeholders including MABS Regional companies and the Citizens Information Board.
- Collaborating with NGOs or public bodies in the area of financial inclusion and participating on internal and external working groups as required.

Programme design

- Designing and delivering inclusive programmes and course content for a diverse group of learners.
- Creating learning content for money advice staff, students and teachers as required.
- Researching, writing and editing scripts for training courses and converting scripts into online training content.

Programme content techniques

- Researching and creating digitally-led learning resources as needed.
- Designing and developing approaches for programme assessment to measure learning outcomes.
- Developing and implementing appropriate evaluation frameworks so that the outcomes/impacts of MABS training and community education work can be measured.

Financial Inclusion

- Analysing and understanding trends and developments in financial services that are important for MABS clients.
- Assisting in extending MABS reach and influence by writing reports, preparing web-content and contributing to social policy in the area of financial inclusion.



General Duties

- This role may require the management and/or supervision of staff.
- Providing regular reports on activities to the Learning & Development Manager or to sub-committees of the Board, as required.
- Attend seminars and conferences and participate in training to maintain and improve performance.
- From time to time you may be asked to deputise for the L&D Manager or provide cover for a member of the team in his or her short term absence.
- Other responsibilities as specified by the Learning and Development Manager.
- Given the nature of the organisation, this role may be subject to change over time, a high degree of flexibility is expected.



Education and Financial Inclusion Executive Person Specification

Minimum Educational Qualifications and Work Experience:

Hold a recognized third level qualification at a minimum of Level 8 on the National Framework of Qualifications, preferably in the area of education/learning and development or a related area and 2+ years' relevant work experience.

Essential Knowledge and Skills

- A proven track record in design, delivery and evaluation of training/educational content to diverse learner groups.
- Up to date knowledge of best practices in accessible, user-centered, learning platforms and resources to support learning and teaching
- An understanding of financial inclusion, financial literacy and community education.
- Strong and persuasive written and oral communication skills.
- Excellent IT skills including specialist software tools for training.
- The ability to form, build and draw on strong collaborative relationships with all MABS stakeholders.
- Experience of project management or contributing within such a project structure.
- The ability to respond to feedback in productive and constructive ways.
- Ability to work on own initiative, self-motivated and highly flexible.

Desirable Knowledge and Skills:

- Have a knowledge and understanding of the Money Advice and Budgeting Service, the causes and effects of debt and financial services landscape in Ireland.
- Experience of report writing and content development for website.

Education and Financial Inclusion Executive Required Competencies

C1 Educational Expertise	<ul style="list-style-type: none"> • Understands learning approaches and delivers training to diverse learner groups. • Creates and designs new progressive learning programmes. • Uses new techniques and tools in education with enthusiasm. • Maintains a strong focus on meeting the needs of learners at all times.
C2 Effective Communication	<ul style="list-style-type: none"> • Listens to colleagues and stakeholders and identifies their needs • Ability to effectively communicate, both verbally and in writing, with individuals and groups • Establishes quick and easy rapport with staff, colleagues and external stakeholders • Builds and maintains collaborative working relationships with colleagues and external stakeholders.
C3 IT Skills & Organisational skills	<ul style="list-style-type: none"> • Has ability to use digital learning platforms • Manages self and workload to meet tight deadlines • Successfully manages a range of different projects and work activities at the same time. • Has ability to prioritise when faced with multiple demands • Has ability to contribute to projects and achieve objectives • Is flexible and adaptable to changing circumstances.
C4 Management & Delivery of Results	<ul style="list-style-type: none"> • Takes personal responsibility for work. • Proactively identifies areas for improvement and develops practical suggestions for their implementation • Applies appropriate systems/ processes to enable quality checking of all activities and outputs. • Delivers to a consistently high standard and evaluates impact and results.
C5 Specialist knowledge & Self- Development	<ul style="list-style-type: none"> • Demonstrates high use of knowledge of the financial services landscape in Ireland including the regulatory, policy and legislative environment relating to financial inclusion and shares this knowledge with others. • Understands the challenges of living on a low income and the reasons why debt can become a problem, ensures that the client is at the heart of own work. • Is able to analyse and identify new developments in financial services relevant to the needs of learners. • Develops and maintains skills and expertise • Learns from experience and takes the initiative to develop new skills through research, learning and training.

<p>C6 Team Work & Collaboration</p>	<ul style="list-style-type: none"> • Ability to work co-operatively within a group and to achieve goals in a respectful manner • Understands and is tolerant of differing needs and viewpoints • Works well with all stakeholders, both internal and external ▪ Actively helps and supports others to achieve organisation goals



Education and Financial Inclusion Executive Terms and Conditions

This is a permanent position, subject to satisfactory completion of a six-month probationary period. The period of probation may be extended at the discretion of the Business Manager. The successful candidate will be available to work 35 hours per week (full time). There may be a requirement to work evenings and some unsocial hours from time-to-time.

Salary: Salary range of €43,943, €45,402, €46,863, €48,323, €49,783, €50,335, €51,821, €54,614, €56,281, €58,356 Long Service Increment 9LSI) 1, LSI 2 €60,442

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 Support CLG operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into MABS Support CLG. 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.

Annual Leave: Calculated on a pro rata basis for part year and part time as follows:
Points 1 to 4 Salary scale = 29 days
Point 5 to LSI 2 =31 days

Full Terms and Conditions are contained in a MABS Support CLG Staff Handbook which is issued with and forms part of an employee contract with MABS Support CLG

Education and Financial Inclusion Executive – 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 patricia_mcfarlane@mabs.ie if have any special requirements in relation to completing the application form.
- **Closing date:** 17.00hrs 27th October 2023
- **Please email application form to:** patricia_mcfarlane@mabs.ie
- Shortlisted 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 Education and Financial Inclusion Executive posts which arise in a specified period, up to a maximum of 12 months, will be filled.
- 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.