



MONEY ADVICE & BUDGETING SERVICE

SERVICE DELIVERY ADMINSTRATOR

Candidate Information Pack

April 2024



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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 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 Administrator will support the Service Delivery Manager in the delivery of a high quality MABS service across the nominated 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 Administrator 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 Administrator - Job Description

Reporting to: Service Delivery Manager

Key Responsibilities:

- Perform telephony service, client assessment, and client appointment allocation for the nominated area and undertake reception duties.
- Update and maintain all databases including but not limited to the client management system in compliance with GDPR and any other legislative or best practice requirements.
- Provide comprehensive client analysis information and reports to the Service Delivery Manager, covering but not limited to potential cases for discharge, eligible DRN clients, and eligible insolvency or bankruptcy cases.
- Provide reporting on client activity across the nominated area to the Service Delivery Manager.
- Provide administrative support, including typing, record keeping, filing, input and maintenance of data information etc. as directed by the Service Delivery Manager in compliance with GDPR and any other legislative or best practice requirements.
- Type the minutes of meetings where required, and to maintain files relating thereto.
- Prepare and maintain, in co-operation with the Service Delivery Manager, full and proper financial records and processing of all transactions carried out on behalf of the Service Centre in compliance with the CIB financial controls and any other relevant controls, procurement and/or operating procedures.
- Work with the Service Delivery Manager, in an administrative capacity on all client supports
- Prepare and assist in the collation and collection of data for inclusion in reports as required.
- Support the Service Delivery Manager in meeting all health and safety requirements as set out in the Safety Statement and all matters relating to premises management.
- Undertake ongoing training and professional development, appropriate to the position and as agreed with the Service Delivery Manager.
- Attend seminars and meetings when directed by the Service Delivery Manager.
- Support regional projects/functions as required.
- Perform other duties appropriate to the role which may be required and agreed with the Service Delivery Manager from time to time

This list is not exhaustive but serves to reflect the nature of the duties included in the role. Given the nature of the organization, the role is subject to change over time.

Service Delivery Administrator - Person Specification

Essential Education Qualifications and Experience

- Hold a recognised qualification at a minimum of Level 6 on the National Framework of Qualifications in a relevant discipline, to include excellent computer literacy and competency in Microsoft Office.
- A minimum of 3 year's Administrative experience ideally within the community & voluntary or public sector, finance or IT.

Essential Knowledge and Skills

- Excellent organisational skills and attention to detail;
- Experience in customer service, reception and managing client appointments;
- Knowledge of and skills in maintaining client data, client assessment, records and files;
- Excellent IT skills and experience in maintaining databases;
- Excellent numeracy skills;
- Experience in arranging meetings, events and minute taking;
- Ability to and experience of working as a member of a team or on own initiative;
- Excellent interpersonal skills
- Excellent verbal and written communication skills, including fluency in the English language;
- Ability to work to meet agreed objectives and deadline

Service Delivery Administrator – Required Competencies

Competency	Indicators
C1 Planning, Organising & Administration	<ul style="list-style-type: none"> • Organises own time effectively, creates own work schedules, prioritises workload, prepares in advance and sets realistic timescales. • Uses relevant systems to organise and prioritise workload effectively and diary manage their own and others work. • Makes sure all activity and resources are used efficiently and effectively • Is flexible and is adaptable to changing circumstances • Ability to successfully plan and organise meetings or events in a busy working environment, prepare documentation and take minutes of same. • Follows all procedures and protocols, understanding their value and the rationale behind them.
C2 Quality Client Service	<ul style="list-style-type: none"> • Consistently strives to perform at a high level and deliver a quality service. • Experience in dealing with clients in a helpful and professional manner, displaying empathy, diplomacy and tact. • Excellent reception skills both in person, over the phone or online and understands the steps or processes that clients must go through and can clearly explain these. • Is respectful, courteous and professional, remaining composed, even in challenging circumstances. • Observes strict client confidentiality and is dedicated to providing a quality service to both internal and external clients.
C3 Effective Communication	<ul style="list-style-type: none"> • Ability to effectively communicate, both verbally and in writing, with individuals and groups. • Actively listens to others and tries to understand their perspectives/ requirements/ needs. • Ability to engage with people from diverse backgrounds, demonstrating sensitivity to their issues. • Builds and maintains good working relationships with colleagues and other external stakeholders.
C4 Teamwork & Collaboration	<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 team goals

Competency	Indicators
C5 Record Management	<ul style="list-style-type: none"> • Produces high quality work showing accuracy and attention to detail • Displays familiarity with the main systems and procedures related to the administrative work of the company. • Ability to use client management, data collection and/or statistical analysis systems efficiently, inputting data and compiling reports. • Works confidently with figures. • Uses databases and systems to maximise record management
C6 Specialist Knowledge, Expertise & Self Development	<ul style="list-style-type: none"> • Excellent working knowledge of all Microsoft Office applications, spreadsheets, case management systems and online communication. • Develops and maintains the skills and expertise required to perform the role effectively e.g. relevant technologies and policies. • Is committed to self-development and continuously seeks to improve personal performance.

Service Delivery Administrator – Terms and Conditions

Salary: Salary scale of €29,109, €30,310, €31,506, €32,700, €33,893, €35,094, €36,287, €37,488, €39,749 (max) - €41,354 (LSI1) - €42,961 (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. The decision on whether or not to award an incremental credit is a decision made by the Board and is subject to the availability of funding.

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:

- 23 days
- After 5 years' service = 26 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 northconnachtandulster@mabs.ie if you have any special requirements in relation to completing the application form.
- **Closing date: 12 noon on Friday 10th May 2024**
- **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 full-time Service Delivery Administrator 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.