

Job Description: Technical Supervisor [Debt]

TOYNBEE
HALL



Reports to: Quality Assurance Officer [Debt]

Direct line reports: None

Salary grade: £32,000 per annum

Working hours: 35 hours per week

Location: Multiple sites across London - will be required to work from different offices each day

Introduction:

Toynbee Hall is a charity where people come for excellent local services and where they can share ideas and experience, gather information and knowledge that we use together to take action to change lives and eradicate poverty. Our programmes include free advice services, financial inclusion services, wellbeing services, including work with older people and community learning services supporting young people and new migrants.

Funded by the Single Finance Guidance Body (SFGB), previously the Money Advice Service (MAS), Toynbee Hall is the lead partner of a London-wide free face-to-face debt advice partnership which supports over 25,000 Londoners with their debt and money problems each year. Our trained and accredited advisors are based across 28 partner organisations and help with all types of money worries from rent and council tax arrears to credit card and catalogue debt.

We can work with clients to prioritise their bills & debts, helping them to write letters and advocating on their behalf.

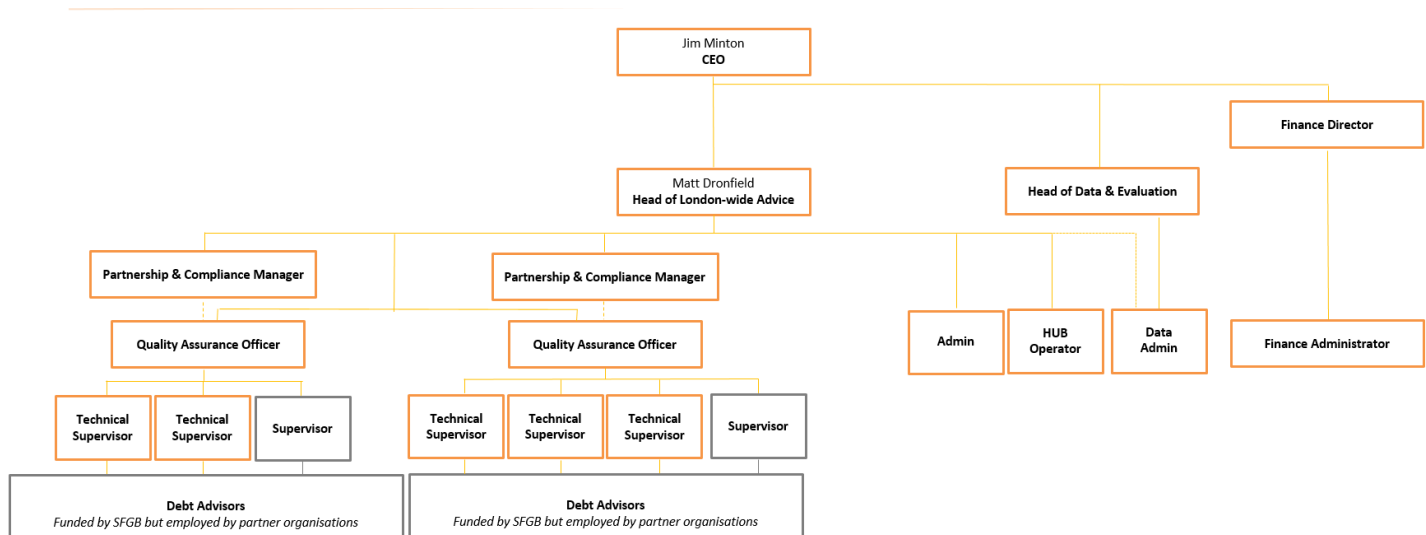
Job purpose:

1. To support Debt Advisers in their roles and ensure that the advice provided to over-indebted Clients is accurate, effective and tailored to individuals' circumstances
2. To support, and regularly audit delivery partner organisations, ensuring that they are prepared for external reviews of their service in line with their Grant Agreement

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Team structure:



Main duties and responsibilities:

1. Support Debt Advisers in their roles and ensure that the advice provided to over-indebted Clients is accurate, effective and tailored to individuals' circumstances

This includes:

- Conducting debt-advice interview observations
- Undertaking debt advice file reviews
- Identifying advisers' soft skill and technical training needs
- Providing constructive feedback, and pastoral support, to advisers and their line managers
- Providing real-time support to advisers, which will include but is not limited to, providing guidance in complex matters and provide advisers with sources of information

2. Support, and regularly audit delivery partner organisations, ensuring that they are prepared for external reviews of their service in line with their Grant Agreement

This includes:

- Ensure partner organisations are kept up to date with the requirements for external assessments
- Supporting partner organisations with the preparation and review of files and documentation ahead of an external assessment

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- Support partner organisations with the implementation of any remedial actions following an external review and support advisors to identify suitable training to improve areas highlighted

3. Ensure project compliance and quality requirements are achieved

This includes:

- Working closely with the Quality Assurance Officers to ensure Advisors based at delivery partners have a good awareness and understanding of the quality and service delivery requirements and have active involvement in the delivery of partnership events related to both quality improvement and CPD
- Working collaboratively to share good practice in performance and quality improvement and to progress key priority areas of work
- Escalating risks promptly and appropriately, and contributing to wider monitoring and reporting requirements

4. Contribute to team

- Work to an agreed work-plan meeting targets and milestones
- Prioritise and manage your own workload
- Be an active member of the team, identifying opportunities for your own development
- Work in collaboration with our funder, and with colleagues from across their other funded organisations, contributing to key projects and meetings
- Compliance with Toynbee Hall policies and procedures, including health and safety
- Demonstrate financial efficiency and value for money throughout work
- Ensure that all services comply with equal opportunities and other relevant policies and quality standards and good practice

5. Other

- Travel across London as required, and occasionally the UK
- Undertake additional tasks as defined by the Quality Officer, Head of London-wide Advice and Toynbee Hall's Senior Management Team

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Person specification:

- A minimum of two years' full time (2,220 hours) or equivalent part-time experience of delivering debt advice
- Hold a valid Money Advice Service accredited qualification in debt advice
- Significant awareness of the monitoring planned activities, conducting a mid-term and final evaluation
- Outstanding people and partnership relationship skills
- Experience of the monitoring, managing and evaluation of projects and performance
- Proven ability to work creatively to support change management using a solution-based approach that resolves issues and accomplishes goals
- Strong verbal and written communications skills with experience in cross-cultural settings
- Ability to work under pressure on a number of competing tasks and meet deadlines
- Understanding how to work successfully in a complex political environment and on sensitive issues
- High standard of numeracy and computer skills, specifically with Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook, MS Project) with an ability to understand and analyse complex financial and other numerical information
- Commitment to working flexibly across all Toynbee Hall's services, including evenings and weekends
- Understanding of and commitment to Toynbee Hall's values and equal opportunities policies