



Championing the fight against poverty and inequality enabling people to take control of their lives



The Help and Advice You Need

## Money Advice Supervisor

Hours: 35 hours per week

Pay: £29,636.

**This is an exciting development opportunity for an existing Money Advice supervisor or an experienced Money Advice caseworker, with the skills to take on a Supervisor role.**

Your role is to support Money Advice caseworkers and trainees within Raise and LCA to deliver a Money Advice service within the Greater Merseyside Money Advice Partnership (GMMAP) under the Money and Pensions Service quality standards framework.

You will be involved in managing and achieving the quality requirement of the MaPS contract. In order to achieve this, we need a highly motivated and organised individual who is passionate about money advice and has meticulous attention to detail. You will be experienced in providing specialist money advice and be able to support and develop a team to achieve high standards of quality of advice and share best practice.

Your time will be split between the two agencies

The successful candidates will be able to co-ordinate and manage the day-to-day operation of a Money Advice Team in a setting in Liverpool, to deliver an accessible, client focused, money advice and casework, quality service via telephone, digital and face-to-face channels. You will also provide frontline money advice and casework to clients responsively and flexibly in order to meet service demand and Greater Merseyside Money Advice Partnership (GMMAP) Money and Pensions Service (MaPS) performance and quality standards.

To be successful in this role, you will need to be organised, confident, motivated, flexible and willing to try new things, have excellent communication skills with an ability to work under pressure to motivate a team to achieve targets and outcomes.

**Closing date: 21 January 2021**

**Interviews will be held via zoom week commencing 25 January 2021**

**Please note we do not accept C.V.s**

For a job pack please go to the Raise website [www.benefitsadviceteam.co.uk](http://www.benefitsadviceteam.co.uk) or email us [admin@raiseadvice.org.uk](mailto:admin@raiseadvice.org.uk)