



## **MONEY ADVICE CENTRE LEAD – JOB DESCRIPTION**

**Start Date**                      **Ideally 16/09/24**

<b>Job Title</b>	<b>Money Advice Centre Lead</b>
<b>Location</b>	Riverside Vineyard Church, Air Park Way, Feltham, TW13 7LX
<b>Department</b>	Compassion
<b>Main Purpose</b>	To provide leadership & operational oversight of all aspects of the Money Advice Centre, in line with the vision, values & culture of the church and CMA.
<b>Reports to</b>	TBC
<b>Pay</b>	To be agreed
<b>Hours of work</b>	Up to 24 hours a week (including Tuesday mornings)

### **Key Responsibilities:**

- To provide leadership & operational oversight to the Money Advice Centre based at the Feltham site, ensuring all who are accessing support are treated with dignity & kindness and offered prayer, in line with the vision, values & culture of the church
- Manage the day-to-day functioning of the Money Advice Centre – to supervise, recruit, and train volunteers as money mentors, money coaches and befrienders and to manage caseload between the team
- Work with the Compassion team to review the strategic direction of the Money Advice Centre, developing the Centre and to explore becoming a regulated Debt Advice Centre.\*
- Ensure an effective relationship between the centre and the CMA Hub, liaising with the Hub where necessary and appropriate.
- To hold a caseload of clients and support them with budgeting and to implement their chosen debt plans.

### **Other Responsibilities & Duties:**

- Develop and sustain strategic links with statutory and voluntary agencies (eg. social housing, social welfare teams, children’s centres, children & adult social care, Age UK, etc)
- To travel, as required by the role. Reasonable expenses covered by RVC.
- To complete all initial and future training to ensure the team is well equipped and that clients are provided the best service possible.



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- Keep up to date with current legislation, welfare reforms, and local information.
- Be aware of updates to the client software package (Catalyst), communicating the information to the team, and ensure centre information is kept up to date and accurate
- Review and update policies and procedures as necessary.
- To lead team briefings & prayer times

*\*NOTE: We are currently a CMA Money Advice Connect Centre and we are looking for a Team Lead to guide us through the process of growing the Centre and exploring becoming a Debt Advice Centre. The Money Advice Centre is part of the Compassion Centre at Riverside Vineyard Church which also includes a foodbank, children’s clothing, baby equipment, Drop-In cafe, The Harbour Project, and Meeting Place (English language classes).*

### Other requirements:

- Carry the church’s culture of Christian values & practices into all aspects of the role including interactions with external parties, compassion centre clients, church members and staff team
- Play a full role in the Christian practices of the team, e.g. prayer & worship times, demonstrating a clear, personal commitment to the Christian faith\*\*
- Comply with our operating policies/procedures, including Health & Safety and safeguarding policies
- Contribute positively to the effective running and development of the church
- Undertake any training or personal development as required
- Any other duties reasonably requested by your Line Manager

### Key factors:

Employee reports: Money Advice Centre volunteers

Financial responsibility: Management of expenditure within agreed budgets

### Person Specification:

ITEM	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A Levels or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> </ul>



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<b>Special skills</b>	<ul style="list-style-type: none"> <li>• Good communication with adults</li> <li>• Leading volunteer leaders &amp; teams</li> <li>• To work on macro &amp; micro level</li> <li>• Problem solving</li> <li>• Mentoring &amp; coaching</li> <li>• Valid Driving Licence and access to a car</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of providing Debt/Money Advice</li> <li>• Clear driving licence</li> </ul>
<b>Work/volunteer experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of leading people</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working in finance/debt advice</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of the impact of debt and money concerns</li> <li>• Safeguarding</li> <li>• Culturally aware</li> </ul>	<ul style="list-style-type: none"> <li>• Formal financial/debt advice training</li> </ul>
<b>Special factors relevant to the post</b>	<ul style="list-style-type: none"> <li>• Adherence to the Statement of Faith of Vineyard Churches UK&amp;I</li> <li>• Adherence to the Vision &amp; values of Riverside Vineyard Church</li> <li>• Clear DBS</li> <li>• Strong personal faith</li> </ul>	
<b>Competencies</b>	<ul style="list-style-type: none"> <li>• Team leadership</li> <li>• Organisation &amp; administration</li> <li>• Good computer, database, and software skills</li> <li>• Building teams &amp; developing leaders</li> <li>• Able to prioritise</li> <li>• Able to work as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Social media competent</li> <li>• Database experience</li> </ul>

\*\*The genuine occupational requirement for this post is implemented under the Employment Equality (Religion and Belief) Regulations 2013

Any offer for services will be subject to satisfactory references being obtained.