

## **Colchester CMA Debt Centre**

### **Centre Manager Job Description & Person Specification**

**Role Title:** Centre Manager

**Hours:** 18 per week with some flexibility to working pattern

**Pay:** £15ph

**Location:** Colchester, Essex

**Principal purpose:** To oversee the work of Colchester CMA Debt Centre (CCDC) day-to-day. It is driven by a compassion to reach out to those who are in need or disadvantaged within the local community, and who are struggling with money issues. Encompassing all of the responsibilities listed below, the Centre Manager should go about their daily duties prayerfully, demonstrating a caring and compassionate attitude towards people from a diverse background, withholding judgement based on age, social status, race, religion or culture.

**Reporting to:** Trustees

#### **Responsibilities:**

- Ensure that CCDC provides a warm and welcoming environment for all.
- Manage the day-to-day functioning of CCDC as a local money and debt support service.
- Recruit, support and supervise a team of trained staff/volunteers to provide help to clients who are in debt or need budgeting support.
- Ensure an effective relationship between the centre and the CMA Hub.
- Develop and sustain strategic links with statutory and voluntary agencies (eg. social housing, social welfare teams, children's centres, children and adult social care, Age UK, etc).
- Develop and maintain an active community profile via the CCDC website and social media platforms.
- Work as a money mentor during daytime and evening hours as appropriate alongside staff/volunteer advisers.
- Develop, review and deliver local budgeting and money management courses across CCDC.

- Keep abreast of current legislation, welfare reforms and local information, ensuring that information is appropriately disseminated to the CCDC team.
- 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 centre policies and procedures.
- Manage the office budget.
- Work alongside fund writers to apply for grants.

### **Administrative/Office Duties:**

- Liaise with clients and CMA Hub in a timely fashion by telephone, email and/or letter ensuring written records and copies of all correspondence are filed appropriately.
- Maintain an up-to-date supply and copies of the various documents, templates and forms used by CCDC.
- Maintain sufficient stock of office equipment, stationery and stamps including hospitality products such as tea/coffee and biscuits.
- Maintain an effective electronic/paper case file system that can be used and easily understood by all advisers.
- Maintain quality assurance processes for the centre, including reviewing client files.

### **Personal qualities and skills**

#### **Essential**

- Must have an understanding of the impact of debt and money concerns within the local community.
- Hold a full clean driving licence.

#### **Desirable**

- Hold a professional qualification or proven experience in a social welfare capacity (i.e. health care, social work, housing, education and training).

#### **Experience, knowledge, skills and personal attributes**

- Good communication skills both verbal and written.
- Ability to relate to and work confidently and sensitively with vulnerable clients, people from a variety of backgrounds, and volunteer advisers.

- Good organisational skills with attention to detail.
- Competent in the use of a range of IT software in the provision of advice and reports.
- Ability to be self-motivated and to work to a high standard with minimal supervision.
- Experience of providing supervision, support, training and guidance to team members.
- Good presentation skills, and competent at running training sessions/courses.
- Ability to demonstrate a sincere commitment to the vision and values of the CCDC ministry and broader social action projects.
- A good sense of humour!

**There is no Genuine Occupational Requirement (GOR) that the post holder is a Christian, but anyone appointed to this must be able to demonstrate a clear commitment to the vision and values of CCDC.**