Reports to: Senior Quality Manager

Working closely with: Partnership & Compliance Managers

Direct line reports: Technical Supervisor [x5-6]

Salary grade: £37,000 per annum

Working hours: 35 hours per week – Rota based covering 8.00am – 8.00pm, 7 days/week.

Location: Multiple sites across London – may 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 Money and Pension Service – previously Single Finance Guidance Body (SFGB) and 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 17 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. Work with, and provide support to, partner organisations to improve the provision of consistent and high-quality debt advice
2. Line managing a team of Technical Supervisors, and working collaboratively with the wider Debt Free London Leadership Team to inform and support contract compliance and performance management activities
3. Implement best practice systems and processes to improve advice services
4. Contribute to the good and efficient working of the team in delivering against the business plan.

Main duties and responsibilities

1. **Work with, and provide support to, partner organisations to improve the provision of consistent and high-quality debt advice**This includes:
   * Ensuring delivery partners understand funder requirements, agreed standards of advice and facilitating the smooth application of the Quality Assurance and CPD processes
   * Making tailored recommendations and providing feedback to improve the quality of debt advice and client experience, and identify good practice
   * Measuring and analysing information gathered against risk ratings, quality frameworks and standards and liaising with delivery suppliers to agree improvement action plans using the results of assessments and analysis
   * Supporting the implementation of any follow on and corrective action following delivery partner assessment and file reviews
2. **Line manage a team of Technical Supervisors, and work collaboratively with the wider Debt Free London Leadership Team, to inform and support contract compliance and performance management activities**This includes:
   * Moderation of Technical Supervisor’s Case File Reviews
   * Working collaboratively to share good practice in performance and quality improvement and to progress key priority areas of work
   * Escalating risks promptly and appropriately
   * Contributing to project monitoring and reporting requirements
   * Providing support with delivery and quality compliance and performance management activities, including active involvement in performance enhancement plans as appropriate
   * Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in quality monitoring of client service delivery.
3. **Implement best practice systems and processes to improve advice services** This includes:

* Providing reports and data on; trends, compliance, quality, training and CPD in an agreed format, and within set timescales
* Promote quality consistency and good practice, using a variety of tools and techniques
* Liaising with colleagues and delivery partners to identify key learning points, delivery issues and training needs to inform the development of the project
* Maintain all systems and processes for quality monitoring to ensure effective and consistent quality monitoring of all DFL branded client service delivery
* Supporting the sharing of learning and good practice identified through quality assurance and service improvement, across delivery suppliers as required by Toynbee Hall and/ or the funder

1. **Contribute to team**

This includes

* + Be an active member of the team, identifying opportunities for your own development
  + Advise wider team on research and analysis undertaken and of recent developments in field of work
  + When required, work in collaboration with our funder, and with colleagues from across their other funded organisations, contributing to key projects and meetings including the Money and Pension Service Quality Forum
  + Compliance with Toynbee Hall policies and procedures, including health and safety
  + Demonstrate financial efficiency and value for money throughout work

Personal specification

**Essential**

1. At least two years proven expert knowledge of, and ability to, deliver money/debt advice, including the diagnosis of relevant issues and remedies
2. Proven ability to monitor and evaluate performance through case moderation
3. Up to date knowledge of the key issues of debt advice arising from legislation, regulation, policy, practice and services
4. Proven ability to identify learning and development needs and contribute to the development of appropriate learning activities for groups
5. Proven ability to identify service delivery issues affecting quality and work on own, or with others, to find appropriate and effective solutions
6. Ability to work on own initiative or as part of a team
7. Influencing and negotiating ability
8. Excellent interpersonal skills and an ability to build relationships with staff at all levels
9. Ability to collate information and write concise reports, including analysing information, identifying issues/risks and making recommendations for corrective action
10. Ability to plan effectively and realistically, managing own workload in a busy environment and working accurately to agreed deadlines
11. Experience of line management
12. Proven ability to coach junior members of the team
13. Proven ability to plan and allocate work, monitoring achievement of deadlines, and supporting staff as appropriate
14. A proven commitment to continuing professional development