



Job Description/Person Specification

REGIONAL MANAGER

Responsible to:

The Board of Directors of the Money Advice & Budgeting Service (MABS) and reporting to the Chairperson or other nominated director on a day-to-day basis.

Purpose of the job:

The purpose of the role is to implement an agreed national strategic plan in relation to the delivery of money advice and budgeting services within the assigned region.

The Regional Manager role is based at a specified MABS location as per the contract of employment. A Regional Manager may be required to work from another MABS office or outreach within their region.

Main Duties:Strategy & Policy

- Contribute to the national/regional strategy for MABS where appropriate and develop a regional service delivery plan with relevant stakeholders. Review, development and implementation of national & regional policy for MABS.

Service Delivery

- Ensure efficient delivery of service by management of resources, prioritising regional and area work, identifying and implementing quality service standards in conjunction with local management.

Corporate Governance

- Support the Board to implement good corporate governance through governance documentation, risk review assessments, financial checks etc. across the region.

Finance & Planning

- Responsible for finance and planning for the region to include management of regional budgets and reports, implementing cost centre planning process and drafting the annual financial plan for the region.
- Overseeing appropriate controls are in place in terms of the management of any client monies in line with best practice and relevant legislation or regulation.
- Oversee premises and facilities development and management in conjunction with local management.

HR Management

- Support the HR function as and when required ensuring correct application of the MABS policies and procedures with all relevant stakeholders.
- Assist in the recruitment of MABS staff and attend staffing meeting where necessary. Agree process for recruiting staff with local management.

Networking & Communication

- Develop and maintain a network of contacts at a national and regional level to facilitate problem solving and information sharing through forums, groups and building the profile of the MABS network with relatable organisations, including promoting teamwork between other organisations funded by CIB.

Leadership & Management

- Lead, motivate and develop staff.
- Maximise contribution of the team toward implementation of national, regional and local action plans.
- Provide direct management to the Money Advice Coordinators/Service Delivery Managers.
- Delegate decision making and authority to local management as appropriate.
- Conduct PMDS with all staff reporting directly to this position.
- Oversee training of all staff at a regional level.

***This is not an exhaustive list. You will undertake such additional duties as may be designated by the Board of Directors.**

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Education Qualifications and Attainments

- Candidates should have a third level qualification. Greater marks should be given for higher level courses of greater relevance to the post, e.g. Debt Advice, Management, Finance, Law or equivalent.

Essential knowledge and experience

- A minimum of five years' experience in a relevant management position.
- Awareness of other specific and appropriate services available to clients.
- Comprehensive knowledge and understanding of consumer debt, financial services, insolvency, money management and education.
- Experience in staff supervision, customer service, evaluation and monitoring procedures, promotion and publicity.

Desirable skills, abilities and experience

- Knowledge of money and debt advice.
- Experience in project management.
- Knowledge of and experience in staff training.
- Experience in managing the delivery of money advice and budgeting or debt management service, insolvency, or financial services to a diverse range of people, particularly those with low incomes.
- Quality focus and networking skills.
- Be open to working unsocial hours as may be required from time to time and willingness to attend evening and occasional weekend events. (TOIL – time off in-lieu arrangements apply in all such circumstances).

Required competencies for position

- Leadership and management skills.
- Previous experience of working in a service-delivery role.
- Extensive knowledge of issues around the provision of, and access to Money Advice & Budgeting services.
- Excellent written and verbal communication skills.
- Strong organisational and IT skills.
- Ability to confidently manage staff in areas including recruitment, appraisal, training, coaching and motivation.
- Decision making skills.
- Ability to critically analyse problems and identify solutions.

Desirable competencies/Qualifications

- Management qualification.