

## Debt Operations Team Manager

### Context

CAP's debt help is one of the key services offered by the charity. Like all that CAP does the service is delivered through a network of local churches across the UK. However, all regulated activities and the actual mechanics of the service comes from the Debt Operations team, operating from CAP head office in Bradford. The debt advice teams within Debt Operations are responsible for the delivery of CAP's debt advice, and for the on-going management of CAP plans, with support from the other teams that make up Debt Operations section.

### Purpose

The role of the Debt Operations Team Manager is to manage one of the debt help teams within the Debt Operations department. You will allocate workload, train and equip our officers or advisors, identify and implement changes, and provide management and leadership to your team in order to ultimately provide an excellent service to our clients.

### Passion

We are passionate about excellent customer service, succeeding in difficult circumstances, and seeing people become debt free. We're also massively passionate about supporting, equipping, and challenging others to excel in their own roles, as well as continually developing the service we provide to clients.

### Personality

We are highly capable of organising and being efficient. We are good communicators, inspirers, and encouragers and able to drive and challenge but bring people with us. We love to achieve and think big picture as well as about the details.

## Role:

### Accountabilities:

- To carry out personnel management of team members including reviews, managing holiday requests in order to ensure the team is adequately staffed at all times and handling staff member absence due to sickness
- To be responsible for allocating team workload and ensuring relevant service level agreements are maintained
- To undertake monthly quality audits for our staff in order to ensure quality is maintained in service delivery
- To ensure adherence by the team to all Debt Operations Policies and Procedures
- Responsible for the overall performance of individuals within the team and carrying out monthly catch ups with each team member to discuss performance

- Responsible for challenging and resolving any poor performance, whether in regards to output or quality of work, behaviour within the team, or engagement with wider good culture within CAP
- To support and ensure team members meet their own Extra Mile targets
- Responsible for training and integration of new staff into the team
- To be responsible for the management and resolution of all complaints received relating to the service provided by the debt help team
- Work together with other Team Managers in your section in taking ownership of making decisions pertinent to that area and covering responsibilities as needed when other managers are absent
- To take ownership for identifying areas where improvements and efficiencies can be made to our debt help service and to project manage the implementation of agreed changes
- To liaise with and work alongside other Debt Operations teams and contribute at Debt Operation Team Manager level
- Any other tasks relating to these or other operational functions of the charity that is seen necessary by your line manager

### Measurable Outputs:

- Achieve a Pass in Debt Counselling through the City & Guilds Sign-off process
- Achieve a Pass in the relevant annual exam
- All new staff signed off within the expected period of time depending upon the role
- Ensure all signed off team members achieve a minimum of 90% on their personal indicators or have a personalised action plan in place to achieve this
- Ensure all staff meet sign off at the relevant timescales or are performance managed appropriately
- Ensure all staff meet their quality standards or receive training accordingly
- Ensure all relevant departmental annual targets are successfully met
- Weekly stats within acceptable service level agreements i.e. percentage of calls answered, levels of red/green workflows, outstanding post, number of annual reviews completed etc
- Drive staff performance on Extra Mile against their targets

### Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding, and practice of the Christian ethos and purpose of the Charity.

### Other Responsibilities Include:

- Being willing to pray with staff and be fully engaged with our Christ centered culture.

- To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences.
- Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

## Person:

### Education:

- A Levels or equivalent

### Experience:

#### Essential

- Experience of having to work using your own initiative
- Experience of telephone work including complaint handling
- Experience of delivering results in a service based role
- Experience of project management

#### Desirable

- Experience of debt advice, and CAP debt help procedures
- Experience of leading and managing a team of staff
- Experience of leading teams to meet key objectives or targets

### Skills/Abilities:

- Highly responsible
- Personable and friendly
- Clear management ability.
- Ability to produce excellent results through the use of team KPIs and Phone Stats.
- Ability to develop strengths and skills in others.
- Ability to prioritise time, tasks and attention effectively in a pressured environment
- Excellent people skills.
- Ability to handle potentially distressing telephone calls.
- Ability to challenge poor performance.
- Ability to remain calm and professional when communicating in challenging situations.
- Excellent verbal communication skills.
- Ability to multi-task.
- Good administration skills.

## Job Profiles: Debt Operations

- Proactive in initiating ideas.
- Ability to resolve issues and handle pressure with a positive outlook.
- Ability to lead a team in actively promoting the cultural values of CAP.
- Motivated by compassion towards people in need.
- Confident computer user including Word, Excel and the internet

### Christian Commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

July 2020