

stjohnsharborne

A HEART FOR GOD, OUR CITY AND THE NATIONS

Vision and Values Summary Statements

Purpose – To love God and neighbour by producing mature Christians

Priorities – Giving Glory (Worship), Getting Involved (Ministry), Gathering Together (Fellowship), Growing Up (Discipleship), Going Out (Evangelism)

Vision – To be a faithful community committed to God in passionate worship; to one another in devoted service; and to the world in sacrificial love

Values – God-honouring, Christ-centeredness, Spirit led, Scripture, Prayer, People, Integrity, Reaching our Potential, Authenticity, Culturally Relevant, Leadership, Generosity

Mission – To reach non-Christians with the good news of Jesus. To provide a church home for Christians in the Harborne area. To unite the spiritual and rational aspects of the gospel. To establish missional communities to reach people with the gospel. To pursue and demonstrate unity within and beyond St John's

JOB PROFILE

Post: Debt Advice Centre Manager

Applications Deadline: We will review and assess applications as received.

Background:

St John's is an Anglican Church, in the charismatic evangelical tradition with a large staff team. The main church site has a busy weekly schedule of activities and events as well as two Sunday services and one mid-week service. In addition to the main building other properties include The Crossway which is a centre providing services to the community and office space and 5a Greenfield Road (known as The Old Sewing Factory) which is the main office and administration centre.

Purpose of post:

To oversee the work of The Crossway Debt Advice Centre on a day-to-day basis, as part of the wider vision of St John's Church. It is driven by 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 below the Centre Manager will prayerfully demonstrate a caring and compassionate attitude and approach towards people from a diverse background, withholding judgement based on age, social status, race, religion, gender, sexual orientation or culture.

Background and knowledge:

- A mature committed Christian who is prayerful and open to the renewing work of the Holy Spirit and one who holds to biblically orthodox church beliefs and teaching in matters of faith and conduct

Responsibilities:

- Ensure the Crossway provides a warm and welcoming environment for all
- Manage the day-to-day functioning of The Crossway as a local debt advice service as part of St John's Church
- Recruit, support and supervise a team of trained volunteers to provide help to clients who are in debt or need budgeting support
- 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 website and social media platforms such as regular blogs, Facebook and Twitter in liaison with Communication, Design & Media Lead at St John's
- Work as a debt adviser during daytime and evening hours as appropriate alongside volunteer advisers
- Develop, review and deliver local budgeting and money management courses in the area
- Keep abreast of current legislation, welfare reforms and local information, ensuring that information is appropriately disseminated to the 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 policies and procedures in line with the FCA requirements, as well as the affiliated relationship with Community Money Advice

- Ensure team members are appropriately trained to MaPS accredited Advice Level
- Research and develop relationship for external funding to support the post and the debt advice service

Administrative/Office Duties:

- Liaise with clients and creditors 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 The Crossway
- Maintain sufficient stock of office equipment, stationery and stamps including hospitality products such as tea/coffee and biscuits for client use
- 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 completed [MaPS accredited training](#) to Advice Level (CMA Parts 1, 2 & 3 and in-house training). For a suitable candidate it may be possible to complete after appointment, if appropriate and relevant experience can be demonstrated
- Hold a full clean driving licence and have access to a car

Desirable

- Be an approved DRO intermediary (or willing to train up)
- 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 Crossway and St John's ministry and broader social action projects
- A good sense of humour!

Reporting, Supervision & Communication:

- The Debt Advice Centre Manager will report to the Operations Manager
- The Debt Advice Centre Manager will supervise volunteers
- Provide reports for the PCC when requested
- The Debt Advice Centre Manager will attend staff meetings as appropriate

Working Arrangements:

- The post is part time, 22.5 hours per week. The hours worked will be flexible and will include evenings
- On occasions it may be necessary to work additional hours for which time off in lieu will be given
- This is a Fixed Term Contract for 3 years
- The post attracts 5 weeks paid annual leave plus statutory bank holidays
- The post requires an enhanced DBS disclosure

Remuneration:

£13,361.00 to £15,655.00 (FTE £22,269.00 to £26,091.00)

An incremental pay scale operates within the above salary range and is linked with the annual review and development process. Salaries are reviewed in April each year.

The post holder will be automatically enrolled in the Friends Life Flexible Retirement Account which is a Self-Invested Pension Plan (SIPP). The current contribution rates are, Employer 3% and Employee 5%.

Occupational Requirement:

Equality Act 2010 relating to Religion or Belief and Sexual Orientation

For the purpose of both of the above Regulations it is considered to be an Occupational Requirement that you share and endorse the values of St Johns Church, as an evangelical charismatic church with respect to Christian faith,

conversion and commitment, sexual and moral conduct and lifestyle. If further clarity is required, this can be provided on request.

We are aware that people from black and ethnic minority backgrounds are currently under-represented on our staff team so particularly encourage applications from these groups.