|  |  |  |
| --- | --- | --- |
| **Role Title** | **Department** | **Reports to** |
| **Debt and Benefit Specialist Support officer (Motiv8)** | **Income & Financial Inclusion - Communities** | **Financial Inclusion Manager** |

**Role purpose**

To provide a Specialist Debt and Benefit support service to Motiv8 debt advisers and participants as part of Building Better Opportunities Motiv8 programme.

**Key responsibilities and accountabilities**

* Provide a high quality specialist support service to debt advisers, staff members and participants of the Motiv8 programme.
* Provide specialist debt advice to service users to include DROs, Bankruptcy and Court action
* Deliver Motiv8 staff and volunteer training on debt and benefit issues
* Carry out casework supervision for Motiv8 Debt advisers
* Carry a small caseload of complex cases
* Keep up to date with all relevant legislation, case law, policy and good practice  
  relevant to the post
* Provide reports and supporting evidence to Motiv8 Compliance Manager.
* Report to One Manchester’s Financial Inclusion Manager and identifying any issues regarding service delivery.

**People/Budget Management**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Manage People?** | **No of Direct Reports** | **Total Team size** | **Direct control over budget** | **Budget responsible for** |
|  | 0 | 1 |  | £0 |

**Key relationships**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **CEOs** | **Directors** | **Heads of** | **Managers** | **Peers** | **External** |
| Within own function |  |  |  |  |  |  |
| Outside own function |  |  |  |  |  |

**Critical knowledge, skills and experience required**

* Expert knowledge and experience of assisting clients with debt issues including court action
* Be an authorised intermediary for Debt Relief Orders (or working towards)
* Detailed Income Maximisation knowledge including the ability to calculate benefit entitlement and make charity applications.
* Expert knowledge and experience of assisting participants with benefit issues including appealing benefit decisions to first tier tribunal
* Experience of monitoring and evaluating outputs and outcomes including producing reports to evidence impact
* Ability to anticipate, analyse and resolve issues to ensure the project delivers appropriate outcomes
* Experience of supporting staff and volunteers and encouraging development
* Ability to manage change and work flexibly
* Able to work on own initiative with the self-motivation and drive to complete tasks to the required standards and timescales.