

Technical Supervisor Vacancy

£27,000 to £29,250 depending on experience Permanent 37 hours per week

We are looking for a technical supervisor to join us on our brand new CEDA project. The purpose of this role is to provide technical debt advice support through a range of channels including telephone, email, instant messaging and video conferencing to debt advisers and caseworkers. To raise the quality and effectiveness of advice being given by those using the service in accordance with the quality assurance requirements. To undertake file reviews of debt cases as well as support debt caseworkers to develop their debt quality through feedback, support and coaching.

If you wish to be considered for this exciting opportunity you will need to demonstrate the following skills-

- Two years full time (or equivalent) experience delivering debt advice
- Accredited to the supervision level in accordance with the MaPS Quality Framework for individuals
- Expert knowledge of, and proven ability to supervise debt advice to MaPS Standards and FCA requirements
- Proven ability to monitor and evaluate performance through case checking and supervision, and to support improvement and development.
- Up to date knowledge of the key issues of debt advice arising from legislation, regulation, policy, practice and services.
- Proven ability to identify learning and development needs and develop recommendations to support improvement

To view the full person specification and the job pack please visit our website: www.ca-centralnotts.org.uk
The link to apply via our dedicated HR website is in the job pack.