

Job Pack

Money Advice Team Leader

Thank you for your interest in working at Leeds Citizens Advice & Law Centre. In this job pack you will find information about:

- Leeds Citizens Advice & Law Centre
- The job description/person specification and the team the role is within
- Benefits of working for Leeds Citizens Advice & Law Centre
- Our approach to equality and diversity
- The application process

Timescale for applications:

Closing date: **Monday 26th January 2026 at 9.00am**

Interviews will be held from: Tuesday 3rd February onwards

Applications received after this time and date will not be considered. Please also note that CVs are not accepted as part of the application process.

Due to high levels of interest in our roles, we are unable to respond individually to applicants who are not invited to interview. If you do not hear from us by 30th January you should assume you are not being invited to interview on this occasion.

Applications should be sent to:

jobs@citizensadviceleeds.org.uk





Leeds Citizens Advice & Law Centre

Leeds Citizens Advice & Law Centre is a local charity working for a fairer society where people are free from the effects of poverty and social injustice. We help individuals, families and communities by offering free advice and representation and challenging systemic injustice.

We have deep roots in the local community, dating back to 1939 when we first opened our doors, and have been providing free advice to Leeds residents ever since. Our status as a Law Centre is more recent, having joined the Law Centres Network in 2024, but is built on our long experience in working for social justice, locally and nationally.

Leeds Citizens Advice & Law Centre is the largest provider of free and independent advice in the city, helping 35,000 people a year through telephone, online and face-to-face services delivered at over 12 locations citywide. We have around 75 employees and 30 volunteers at any time, the majority of whom are advisers delivering services that include:

- Generalist advice covering Benefits, Debt, Employment, Housing, Immigration and other social welfare law matters.
- Casework/legal advice in Benefits, Debt, Housing and Immigration.
- Outreach advice sessions for people experiencing mental health issues and for families with young children.

Leeds CALC meets high quality standards in advice delivery and organisation management, meeting the membership standards of Citizens Advice and the Law Centres Network, as well as the requirements of the Advice Quality Standard, Money and Pensions Service and the Financial Conduct Authority.

Money Advice Team (MAT)

The existing team includes 4.5 full-time equivalent debt caseworker posts that are funded through a mixture of Money and Pensions Service (MaPS) and grant funding. The MAT helps over 1,000 clients a year to get their debts under control, maximise their income, and understand the options available to find a debt solution that is right for their situation.

Full details about the role can be found overleaf.

The role

Job title	Money Advice Team Leader
Location	The role is based at the Leeds CALC offices in Leeds city centre, & there is the opportunity for hybrid working
Salary	Scale 23-25 (£34,434 - £36,363 p.a. pro rata) + Pension Contribution
Hours	Full-time or Part-time applications will be considered (28-35 hours per week)
Contract	Permanent
Reports to	Specialist Services Director

As Money Advice Team Leader, you will play a key role in ensuring our regulated debt and moneyadvice services are delivered to high quality standards with a strong focus on customer service. You will lead, motivate and support staff and volunteers to deliver a high quality service, helping the team to achieve agreed targets and objectives.

Team Leaders across the service work together to deliver support for our clients and ensure the smooth running of the service. Therefore the role will also involve supervision of debt advice delivered as part of our Energy Affordability service and working closely with other Team Leaders to ensure that all debt advice meets FCA regulation and MaPS requirements.

This role will include the opportunity to further develop our service holistically in response to client needs, e.g. by enhancing client support for vulnerable clients, to work with other Team Leaders to ensure that clients gain access to the full range of our advice services, and to develop your own and the team's knowledge of related issues e.g. benefits, energy, housing, immigration, etc.

Job description & person specification

Reviewed: 05/01/26

Main purpose and scope of job

The Team Leader is responsible for ensuring that the MAT meets the contractual requirements for MaPS, including their quality standards and KPIs (including numbers of clients helped) and maintains these to support the continued funding of the project.

They will provide consultancy and support to ensure all debt advice in the organisation is delivered in accordance with the FCA's quality standards, maintaining up to date knowledge and accreditation in debt advice and casework.

The Team Leader provides day to day management for frontline staff and volunteers delivering advice through face to face, telephone and digital channels. The post holder will lead, coach and motivate their team to deliver quality debt advice and casework.

Duties and responsibilities

1. Service delivery

- 1.1. In conjunction with the Specialist Services Director you will:
 - 1.1.1. Develop and implement procedures that will ensure effective and efficient advice services are delivered at Leeds Citizens Advice & Law Centre (LCALC).
 - 1.1.2. Develop, implement and supervise systems for service delivery.
 - 1.1.3. Ensure that the designated services are delivered in accordance with our policies and procedures and achieve 'Green' ratings in Citizens Advice quality of advice audits.
 - 1.1.4. Ensure that service delivery targets and KPIs are met
- 1.2. Ensure services are provided during advertised opening times and within agreed time commitments.
- 1.3. Monitor service delivery, implementing improvements and changes as required.
- 1.4. Provide technical debt advice supervision and consultancy to staff and volunteers.
- 1.5. Undertake client work and maintain a caseload as required.
- 1.6. Meet individual targets, set targets for the team, monitor performance and implement improvement plans where necessary.
- 1.7. In conjunction with the Specialist Services Director, lead on staff/ volunteer recruitment as required.
- 1.8. Train new staff and volunteers, create learning and development plans, and arrange appropriate coaching and mentoring for new recruits.
- 1.9. Work collaboratively with all LCALC departments to ensure quality services are delivered for clients.

2. Quality control and supervision

- 2.1 Line manage staff allocated to this post in accordance with LCALC policies and procedures including coaching, mentoring, setting targets and objectives, managing performance, and giving feedback.
- 2.2 Oversee MAT volunteers and trainees, ensuring they are supervised in accordance with LCALC policies and procedures.
- 2.3 Through supervision identify the training needs of staff/ volunteers and agree appropriate training and development objectives.
- 2.4 Conduct quality checks, including Independent File Reviews (IFRs) and Quality of Advice Assessments (QAA) on advice provided in accordance with LCALC procedures, FCA and funder requirements.
- 2.5 Take a lead role in the quality review process, maintaining up-to-date resources for use by advisers and working with the Debt Quality Team at Citizens Advice to disseminate best practice in debt advice across the team and service.
- 2.6 Lead regular team meetings and hold regular one-to-one supervision meetings.
- 2.7 Develop and implement training and inductions with a focus on client care and continuous improvement.
- 2.8 Deal with complaints in accordance with LCALC procedures.

3. Professional Development

- 3.1. Keep up to date with legislation, policies and procedures relating to debt and related advice areas and attend appropriate training.
- 3.2. Obtain and maintain 16 hours of CPD per annum.
- 3.3. Attend relevant internal and external meetings as agreed with the line manager.
- 3.4. Participate in organisational initiatives to develop and improve services.
- 3.5. Identify own training needs and agree with line manager training and development activities to be undertaken.
- 3.6. Prepare for and attend supervision and annual review sessions.

4. Other duties and responsibilities

- 4.1. Maintain professional relationships with local agencies in order to further good quality of advice and research & campaigns work.
- 4.2. Authorise expenditure in accordance with LCALC policies.
- 4.3. Provide cover for other Team Leaders and deputise for managers as required.
- 4.4. Provide reports for managers as required.
- 4.5. Participate in rota for opening/locking up premises.

- 4.6. Abide by and assist in the implementation of organisational policies and procedures including Health & Safety, IT, information assurance, safeguarding and equalities and diversity policies.
- 4.7. Contribute to the day to day running of the premises where the services are provided including participation in a rota for opening/locking up premises..
- 4.8. Promote the aims, policies and membership requirements of the Citizens Advice service.
- 4.9. Present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Leeds Citizens Advice & Law Centre.
- 4.10. Undertake any other reasonable duties as may be required from time to time to ensure the smooth running of the organisation.

Person specification		Team Leader	
		Essential	Desirable
1. A minimum of two years' recent experience of delivering debt advice and casework through a range of channels		✓	
2. Hold a MaPS accredited qualification in debt advice to caseworker or specialist level OR equivalent experience		✓	
3. Hold a MaPS accredited qualification to supervisor level			✓
4. Authorised DRO intermediary OR willingness to achieve this status		✓	
5. Experience of advising on benefits issues and identifying and achieving income maximisation outcomes with clients		✓	
6. Experience of identifying and advising on related advice issues e.g. consumer/energy, housing, immigration, etc OR willingness to develop this knowledge		✓	
7. Experience of engaging with clients through a variety of channels, e.g. face to face, telephone and digital channels		✓	
8. Proven ability and willingness to meet appropriate targets (quality and quantity) set by funders and the organisation		✓	
9. Experience of line management of staff and/or formal supervision of volunteers including performance management, setting objectives, identifying training needs and coaching/mentoring			✓
10. Recent experience of conducting quality checks/file reviews, assessing quality of advice and giving feedback in line with organisational procedures			✓
11. Experience of the monitoring, managing and evaluation of projects and performance			✓

12. Excellent IT skills, including a thorough knowledge of Google Workspace or equivalent, and experience of using case management systems to carry out daily duties	✓	
13. Ability to work under pressure on a number of tasks and meet competing deadlines, including problem-solving and quick-thinking skills	✓	
14. Good literacy and numeracy skills relevant to the role and a proactive approach to personal development and the updating of skills and knowledge	✓	
15. Positive approach to leading a team and contributing to wider organisation goals.	✓	
16. Ability to work flexibly to: meet service targets; participate in a rota to cover delivery (8am-6pm); attend external meetings for business purposes as required.	✓	
17. Professional work ethic: honest, conscientious, self-motivated and reliable.	✓	
18. Demonstrable commitment to Leeds Citizens Advice & Law Centre's values of fairness, equality and social justice.	✓	

Benefits of working for Leeds Citizens Advice & Law Centre

Leeds Citizens Advice & Law Centre offers a competitive remuneration package with additional benefits that support a positive work-life balance:

- Full-time hours are 35 per week with hybrid and flexible working policies
- Defined contribution pension scheme
- Employee assistance programme with access to 24/7 telephone support
- We are a Disability Confident Employer and a Mindful Employer
- Modern, high quality offices located in the city centre, with excellent transport links

Our commitment to equality and diversity

Leeds Citizens Advice & Law Centre is committed to providing a supportive and inclusive culture for our employees, volunteers, service users and other stakeholders.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We value the benefits of having a diverse workforce and will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

Leeds Citizens Advice & Law Centre is a Disability Confident Employer and a Mindful Employer and we are committed to showing a positive and enabling attitude to employees and job applicants with disabilities or mental health issues and our employee policies and benefits support that commitment.

The application process

- You will find details about our vacancies and how to apply on our website www.citizensadviceleeds.org.uk on the *Working for us* page. On this page you will find:
 - Job descriptions for current vacancies
 - Guidance on how to apply
 - Application form
 - Diversity monitoring form
- When you have filled in the application form please email it to us at jobs@citizensadviceleeds.org.uk
- You should also complete the anonymous diversity monitoring form on the Working for us page of our website

- If you are shortlisted for a role we will contact you to invite you to an interview. Interviews are carried out by a panel of 2-3 people and are usually face-to-face. Interviews may be carried out online if necessary.
- We may also ask you to undertake an exercise as part of the assessment process. This could include providing answers to case studies for advice roles, making a presentation for a management role, or other appropriate activity.
- Following the interview process you will be contacted to inform you if we are making an employment offer or not. This verbal offer will be followed by a written confirmation subject to the receipt of satisfactory references and completion of ID and other checks as required for the role.
- Verbal feedback will be offered to candidates who are unsuccessful at the interview but we do not provide written feedback.

Application form

Complete the application form and return it by post or email no later than the closing date referred to in the advert. If you return your application via email there is no requirement to send a hard copy in the post.

CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the criteria for the role for which you are applying.

Choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Provide recent work examples wherever possible but examples from other aspects of your life such as voluntary work, school or college experiences, can also be given.

Disability Confident Employer

As an organisation that values equality, fairness and diversity, Leeds Citizens Advice & Law Centre encourages applications from candidates from all backgrounds. We are a Disability Confident Employer and signatories to the Mindful Employer Charter.

We commit to invite to interview all disabled applicants who meet the minimum (essential) criteria for the role. To opt into this scheme, please tick the relevant box on the application form. The essential criteria for the role are shown in the person specification. Please let us know if you have any access or adjustment needs as part of the recruitment process.

If you are invited to an interview we will ask you about any access needs or adjustments to the interview/assessment process that you may need. Please be assured we will be

supportive in discussing reasonable adjustments with you at any stage of the recruitment process, although we cannot guarantee to be able to meet all requests.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre) and information on this will be provided if you are invited to interview.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. If you are invited to an interview you will be asked to provide evidence of your entitlement to work in the UK at that time.

Diversity Monitoring

Leeds Citizens Advice & Law Centre encourages and welcomes applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Leeds Citizens Advice & Law Centre. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

References

All job offers are subject to the receipt of two satisfactory references. One should be from your current or most recent employer (or your course tutor if you have just left education). The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Leeds Citizens Advice & Law Centre will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Leeds Citizens Advice & Law Centre but we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying requires a DBS disclosure, this will be noted in the application pack.