

Role Profile:	Team Manager
Team:	Assist Team - Operations
Salary:	Up to £37,300 per year (dependant on skills and experience)
Hours:	37.5 hours/Mon-Fri – Permanent
Location:	Hybrid working (office in Sutton Coldfield, and remote working)

Role purpose:

To lead a team of welfare benefits and debt advisors. As the Team Manager, you will be responsible for providing guidance, support, and direction to the team to maximize their performance and ensure the delivery of exceptional advisory services. This is a critical role that requires strong leadership skills, a deep understanding of debt and/or welfare benefits management, and the ability to inspire and develop team members.

Key Responsibilities:

- **Team Leadership:** Lead and manage a team of welfare benefits and debt advisors, providing clear direction, support, and guidance to ensure the achievement of team objectives and targets.
- **Performance Management:** Monitor and evaluate team performance through regular coaching, feedback, and 1:1s, identifying areas for improvement and implementing appropriate training and development initiatives.
- **Quality Assurance:** Ensure the delivery of high-quality advice services by monitoring and evaluating team performance against established standards, policies, and procedures.
- **Process Improvement:** Continuously review and improve existing processes, systems, and workflows to enhance team efficiency and effectiveness, while maintaining compliance with regulatory requirements.
- **Stakeholder Management:** Collaborate with internal stakeholders, such as senior management and other departments, to ensure effective communication, coordination, and alignment of objectives.
- **Team Development:** Identify and nurture talent within the team, providing opportunities for growth and development through coaching, mentoring, and training initiatives.
- **Reporting and Analysis:** Prepare regular reports on team performance, highlighting key metrics and trends, and provide insights and recommendations for improvement.
- **Risk Management:** Identify and mitigate potential risks and challenges, ensuring adherence to relevant laws, regulations, and industry best practices.

Requirements:

- Bachelor's degree in a relevant field (e.g., finance, business administration) or equivalent experience is preferred.
- Proven experience in a leadership role, preferably in an advice services environment.
- In-depth knowledge of welfare benefits and/or debt advice principles, practices, and regulations.

- Effective communication and interpersonal skills, with the ability to inspire and motivate team members.
- Excellent problem-solving and decision-making abilities, with a focus on delivering results.
- Proficiency in using relevant software and tools, including CRM systems and productivity tools.
- Ability to work under pressure, manage multiple priorities, and meet deadlines.
- Demonstrated commitment to maintaining confidentiality and handling sensitive information.

The Company:

Auriga Services is a Public Benefit Entity that has been operating for 20 years and is owned by a registered charity – Evnia Charitable Trust. As a wholly owned subsidiary, Auriga is the commercial arm of STTF. Our charity-owned status makes us as unique in the marketplace, which allows us to genuinely care about creating better and lasting impacts for vulnerable people and households in poverty.

How to apply:

If you are a dynamic and driven individual with a passion for leading teams and helping individuals in challenging financial situations, we invite you to apply for this exciting opportunity by sending your CV and optional cover note to: hr@aurigaservices.co.uk by Friday 1st December 2023 (Please note that the closing date is subject to change and may end earlier if a suitable candidate is found we encourage early applications).