



Creating great homes together

Role Profile

Position

Money Matters Team Lead

Reporting to

Specialist Support Services Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- You will lead a dedicated team focused on helping Magna customers manage their rent payments and financial wellbeing.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- You are caring, compassionate and have a genuine interest in people.
- Effectively able to guide, support and develop colleagues.
- Having good performance management skills, able to set clear objectives, monitor progress and provide feedback.
- Being able to continuously optimise operations and workflows.
- You will have excellent conflict and change management skills.
- You will use data and metrics to guide decisions and improvements.
- You have a calm, confident manner and carry out duties with an orderly and systematic approach.
- You will be able to complete required processes to a high standard.
- You can work well as part of a team and also on your initiative.
- You will have great customer communication skills; you are confident in building working relationships with colleagues and liaising with external agencies to provide a high-quality service to customers which meet service standards.
- An understanding of government policies universal credit and how the changes will affect residents and the Magna.

What you take care of

- You will lead a team of Money Matters Advisors, supporting and motivating colleagues to deliver high quality services.
- You will hold regular 1:1's, career and supervisory conversations when necessary.
- You will manage sickness and performance of colleagues.
- You will ensure all travel and overtime claims are accurate and submitted within the set deadlines.
- You will ensure cover for holidays and sickness.
- You will work to maximise the income of customer who are entitled to welfare benefits, while assisting households in managing their financial responsibilities.
- Ensure that related policies and procedures are implemented consistently, manage risk appropriately, and embed best practices in problem-solving and case management.
- Maintain and update case management records as well as statistical spreadsheets.
- Work collaboratively with your team while adhering to and aligning with Magna Values.

What you need to be successful

- Up to date welfare benefit knowledge, excellent communication skills and experience of dealing with vulnerable customers.
- Be able to lead a team of advisors whilst also managing and maintaining your own caseload.
- The ability to work independently and manage one's own workload effectively is essential. Proficiency in performing well under pressure and prioritising tasks appropriately is required. Excellent communication and decision-making skills are crucial, along with a flexible approach to work. Proficiency in information and communication technology (ICT), including Microsoft programs and video conferencing platforms, is necessary.
- You must have a full driving license and the use of a vehicle with business insurance.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Relevant work experience required, no essential qualifications.

Approved: V1/0525053