Money Advice Manager

Role Description and Person Specification

Thank you for your interest in joining **Citizens Advice West Suffolk**. As our Money Advice Manager, you'll support a team of advisers helping people facing money worries to understand their options, build confidence and take practical steps towards greater financial resilience. This is a rewarding role for someone who is empathetic, organised and committed to making a positive difference in the local community. For an informal conversation, please contact Sarah Bradbury at finance@swcab.org.uk.

- **Closing date:** 9am, Tuesday 22 September 2026
- **Interviews:** week commencing 28 September 2026
- **Start date:** As soon as possible

Application forms are available at **www.suffolkwestcab.org.uk** emailing **finance@swcab.org.uk**. Applications must be submitted by email using the application form. **CVs cannot be accepted**.

About Citizens Advice West Suffolk

Citizens Advice West Suffolk provides free, independent, confidential and impartial advice. We help people understand their rights, consider their options and navigate situations that can often feel complex or overwhelming.

Although we are part of the national Citizens Advice network, we operate as an independent charity with strong local roots. We value diversity, champion equality and actively work to challenge discrimination. Joining our team means becoming part of an organisation committed to fairness, inclusion and positive local impact.

The Role

Context

Debt can affect anyone, and the impact can be far-reaching. At Citizens Advice West Suffolk our Money Advice Projects support vulnerable residents to manage debt, improve financial wellbeing, and regain control of their lives.

We are looking for an experienced and motivated Money Advice Manager to lead, support, and develop our Money Advice and Crisis Resilience Fund Teams, ensuring the delivery of high-quality advice and casework that meets recognised quality standards and achieves positive outcomes for clients.

You will be based primarily in our Bury St Edmunds office, with travel to our other offices. You'll be part of a supportive, values-led team where your contribution matters and your development is encouraged.

Purpose

As the Money Advice Manager, you will provide line management, day-to-day supervision, guidance, and technical support to advisers. You will oversee complex debt cases, ensure compliance with advice quality, FCA and Money Advice and Pension Service standards, and support the continuous development of staff and volunteers.

You will play a key role in maintaining a high-performing service that is client-focused, responsive, and committed to achieving the best possible outcomes for people facing financial hardship.

This is a role where your work can directly improve people's lives, often at the point when they need support most.

- Make a visible difference for people experiencing financial pressure.
- Join an inclusive local charity with a strong reputation for trusted, impartial advice.

Terms and Conditions — what we offer

- **Hours:** 37 per week
- **Salary:** £32,500 - £34,500 per annum depending on experience
- **Contract:** Permanent with six-month probation period
- **Location:** Bury St Edmunds with work from our other offices
- **Pension:** For eligible employees - NEST scheme (3% employer / 5% employee)
- **Sick Pay:** 4 weeks full pay + 4 weeks half pay within a rolling 12-month period (after completion of the probation period)
- **Annual Leave:** 5.6 weeks pro rata, including bank holidays

Job Description

Key Responsibilities

- Line manage and support Money Advice Team.
- Allocate cases to the team.
- Review and oversee complex debt cases and provide technical guidance.
- Ensure compliance with regulatory, contractual, and quality assurance requirements.
- Monitor casework quality, performance targets, and reporting requirements.
- Assist with adviser training, mentoring, and professional development.
- Support service planning, development, and continuous improvement.
- Maintain up-to-date knowledge of debt advice legislation, policy, and best practice.
- Build and maintain effective relationships with funders, creditors, and partner organisations.
- Manage a small caseload of complex debt cases where required.

Research and Campaigns

- Contribute to both local and national research and campaigns by providing relevant insights and information.

Professional Development

- Stay up to date with legislation, policy and case law relevant to your role.
- Complete annual training to ensure MaPS and FCA accreditation requirements are met.
- Take part in training, team meetings and supervision.
- Support initiatives that enhance and promote our services.

Other Duties

- Promote the aims and values of Citizens Advice.
- Carry out other tasks within the scope of the role to support effective service delivery.
- Follow health and safety, safeguarding, complaints and data protection procedures.
- Contribute positively to teamwork and communication across the organisation.

Person Specification

You will be an experienced debt advice professional with strong technical knowledge and a passion for supporting both clients and colleagues.

Essential — what we're looking for

1. Experienced Money Adviser.
2. The ability to motivate and challenge people to develop and reach their full potential - supporting them and encouraging them whilst providing constructive feedback to facilitate improvements.
3. A commitment to learning, training and ongoing personal development.
4. The ability to organise your workload and those of other people to prioritise tasks and work to deadlines.
5. Clear and confident communication skills, both spoken and written, with a range of people and organisations.
6. Good numeracy skills, including the ability to carry out calculations and prepare practical budgets for clients.
7. Ability to use IT for statistical recording, record keeping and document production.
8. The ability to work effectively and collaboratively as part of a team and work without close supervision.
9. Flexible and adaptable with the ability to embrace change and find new and innovative ways of working, providing a solution-based approach.
10. Ability and willingness to follow agreed procedures.
11. Understanding of and commitment to the aims and principles of the Citizens Advice service.

Desirable — helpful but not essential

12. Experience of supervising staff or volunteer workers to achieve required standards.
13. Approved DRO Intermediary.

Willingness to complete a DBS check (a criminal record does not automatically prevent employment).

We are committed to equity, diversity and inclusion, and we welcome applicants with lived experience. If you are interested in the role but unsure whether you meet every requirement, we still encourage you to apply.