

## Independent Parliamentary Standards Authority (IPSA)

### MP Services Manager

### Two Permanent, Full Time Roles

£37,921

**Location:** Flexible

#### **Background:**

The Independent Parliamentary Standards Authority (IPSA) is the independent body that regulates and administers the business costs and decides the pay and pensions of the 650 elected Members of Parliament and their staff in the United Kingdom. We were created by the Parliamentary Standards Act 2009, as the world's first independent regulator of MPs' financial remuneration.

#### **About the role:**

As a key member of the MP Services Directorate you will lead a team of people supporting MPs to access the funding they are entitled to and comply with the rules on spending.

Working with colleagues across IPSA, your shared objective will be to develop, monitor and lead a high-performing team to deliver high quality, consistent and timely advice and support to MPs and their teams. You will collaborate with, support and challenge other members of the team, with a collective responsibility for delivery. You will live our values, lead by example, and develop your team thereby improving the satisfaction of both our customers and our people.

Depending on your role, you will be responsible for one of the following:

- Leading a team that delivers advice and support on how to access funding, manage budgets and ensure spending is compliant with the rules
- Leading a team that delivers advice and support on how to register and access funding for rented homes and offices and for processing registrations, ensuring spending is compliant with the rules

You will collaborate with MPs and their staff to resolve complex issues and complaints sensitively, escalating where required. Using relevant data and insight you will monitor and improve service performance against key performance indicators.

## Key areas of responsibility include:

- Leading your team to deliver timely, consistent support and high quality service across all channels to MPs and their staff, ensuring they comply with the rules and spend within budget
- Coaching your team to improve their performance
- Monitoring your teams' performance to ensure they adhere to internal financial controls and addressing potential compliance issues, fraud and data breaches, escalating in accordance with procedures
- Motivating and inspiring your team to improve engagement and ensure IPSA is a great place to work
- Collaborate with teams across IPSA encouraging collaboration, problem-solving and improvement

## What we are looking for:

### Skills

- Outstanding leadership to deliver a high quality, seamless service across remote and geographically dispersed teams
- Excellent written and verbal skills to inspire action and present complex information simply
- Sound analytical and problem-solving skills, attention to detail and financially numerate
- Ability to make and explain tough decisions, documenting clear rationale
- Experience of using data and insight to improve performance
- Sound IT skills
- Proactive approach and ability to use own initiative, anticipating needs
- Experience of working in a regulatory and customer focused environment
- Values and purpose driven, collaborative with all stakeholders

## Benefits:

- Generous holiday entitlement
- Season ticket loan
- Access to learning and development
- A culture encouraging inclusion and diversity; with LGBT+, BAME, and Green workplace groups
- Civil Service Pension
- Flexible Working

We are a high-performing organisation that respects diversity and promotes our values of professionalism, respect, integrity, collaboration & improvement through all the work that we do.

## How to apply:

If you are interested in applying for this role, please send your CV and **a covering letter of a maximum of 400 words** to [HR@theipsa.org.uk](mailto:HR@theipsa.org.uk). Your covering letter should clearly demonstrate how your experience matches the job description and person specification. IPSA is committed to diversity and inclusion and welcomes applicants from all backgrounds. As such, please ensure that your CV and cover letter **does not contain** any personal details which could identify you.

Please remove any reference to your:

- name and title
- educational institution names
- age and gender
- email address
- postal address and telephone number
- nationality and immigration status

We may be unable to consider your application if you do not follow the application guidelines above.

When you submit your application via email to our HR team, your name and email address will only be visible to them and *not* those who will conduct the shortlisting. The HR team will contact you if you have been shortlisted

If you would like further information or an informal discussion please contact our HR team at [HR@theipsa.org.uk](mailto:HR@theipsa.org.uk)

## Latest Application: 26<sup>th</sup> February 2021

Our commitment to making IPSA a more diverse and inclusive organisation is an integral part of who we are and reflects our core values of professionalism, respect, integrity, collaboration, and improvement. To make sure we remain a high-performing organisation we recruit, retain and develop people with a diverse mix of skills and experience.

We've adapted our recruitment process and we now run virtual interviews and also have a virtual onboarding process. Candidates who want to join our team will need to have access to a secure WIFI network and a private space to work from. Successful candidates will be supplied with equipment for virtual onboarding and training.

Our roles are based in central London with remote working in place during the coronavirus outbreak

IPSA is supportive of providing a more inclusive workplace environment and welcomes applicants from all backgrounds. Our BAME, Green and LGBT+ networks signal our commitment to celebrate and promote diversity and sustainability.

If you share our values, then we would like to hear from you.

**We will be interviewing throughout the application window; We reserve the right to close the advert early depending on the volume of responses. Happy to talk flexible working. By applying**

you confirm you have the right to work in the UK and have read our privacy policy that can be found [here](#)

### Job Description

Job Title:	MP Services Manager	Reports to:	Head of MP Services
Directorate:	MP Services		
Salary Band:	C	Salary Range:	£37,921
No. of Direct Reports:	Up to 8	No. of indirect reports	0
Security Clearance:	CTC	IPSA reference:	

Job role	
<b>Job Purpose</b>	<p><b>Leadership</b></p> <p>A key member of the MP Services Directorate, you will lead a team supporting MPs to access the funding they are entitled to and to ensure they comply with the rules on spending.</p> <p>You will lead, develop and monitor a high-performing team to deliver high quality, consistent and timely advice and support to MPs and their teams. You will collaborate with, support and challenge colleagues across IPSA, sharing collective responsibility for delivery. Living our values, you will lead by example and drive high standards to continually increase the satisfaction of both our customers and our people.</p> <p>You will be responsible for either:</p> <ul style="list-style-type: none"> <li>• Leading a team that delivers advice and support on how to access funding, manage budgets and ensure spending falls within the rules</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>• Leading a team that delivers advice and support on how to register rental homes and offices and access the associated funding as well as processing registrations and ensuring IPSA receives the information we need to comply with the rules</li> </ul> <p>You will collaborate with MPs and their staff to resolve complex issues and complaints sensitively, escalating where required. Using relevant data and insight you will monitor and improve service performance against key performance indicators.</p>

Key areas of responsibility:	
	<p><b>Improve customer service:-</b></p> <ul style="list-style-type: none"> <li>• Lead a team to deliver a multi-channel timely, consistent, high quality service, supporting a regional group of MPs to manage their budgets wisely and comply with the rules</li> <li>• Monitor and improve performance through high quality data and insight</li> <li>• Engage with MPs and their teams, educating them through webinars, one to ones, seminars and training</li> <li>• Resolve challenging and complex issues and complaints sensitively, escalating where necessary</li> </ul> <p><b>Deliver financial value</b></p> <ul style="list-style-type: none"> <li>• Support your team to help MPs manage their budgets wisely, ensuring compliance with the rules</li> <li>• Ensure internal financial controls are adhered to and identify potential compliance issues, fraud and data breaches, escalating in accordance with procedures</li> </ul> <p><b>Grow our people</b></p> <ul style="list-style-type: none"> <li>• Develop your team, motivating and inspiring them to be their best and increasing engagement</li> <li>• Encourage cross team collaboration, problem-solving and improvement</li> <li>• Encourage openness, honesty, constructive challenge and innovation</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Undertake any other reasonable duties as requested from time to time, within the job-holder's capabilities</li> </ul>

Financial Management:	Responsible for ensuring internal financial controls are adhered to and MPS comply with the rules. No budget responsibility.
Management of People:	The role will have direct line management responsibilities for up to 8 account managers across remote and geographically dispersed teams
Decision Making	Responsible for making tough and challenging decisions on budget spend, compliance and escalation

<b>Person specification</b>	
Education and/or professional qualifications	Degree or relevant equivalent work experience.

<b>Technical Competences/job specific competencies</b>		<b>Level</b>
1.	Experience of building and maintaining relationships with senior stakeholders, in a challenging environment	A
2.	Excellent oral and written communication skills, with the ability to present and explain complex information simply and clearly	A
3.	Experience of leading a diverse team to deliver high quality customer service	A
4.	Excellent analytical and problem-solving skills, with attention to detail and a strong focus on financial numeracy	A
5.	Experience of making, documenting and explaining clear, evidence-based and rational decisions, which may be unpopular	B
6.	Experience of using management information to monitor and improve performance and cost of delivery against key performance indicators	B
7.	Excellent IT skills and a good understanding of business processes and use of Excel	A
8.	Pro-active self-starter with a keenness and ability to use your own initiative to develop and improve the service, anticipate and respond to issues	A
9.	Experience of working in a regulatory or customer service environment	A
10.	Experience of managing flexible teams, including remote, virtual and geographically dispersed environment	B
11	Advanced Excel skills	A

11.	To act in line with our values of integrity, professionalism, respect, collaboration and improvement including as a colleague within IPSA, and in partnership with the House of Commons and others	
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A=Expert knowledge

B=Enhanced knowledge

C=Competent

IPSA Competences	
1.	<b>Working Together:</b> Team working, communication.
2.	<b>Working to deliver:</b> Achieving results, being accountable
3.	<b>Strategy and business planning:</b> being aware of future potential opportunities preparing for the future
4.	<b>Leadership:</b> Supporting and leading teams
5.	<b>Planning and resource management:</b> Good financial management, planning and monitoring, reporting

Job Level	Job Level Descriptors
C	<ul style="list-style-type: none"> <li>Graduate calibre and may possess a part or fully qualified professional qualification</li> <li>Typically considerable relevant experience within area of responsibility</li> <li>Some understanding of the public sector and the political landscape in the UK</li> <li>Good knowledge of protocols and processes within a specialist area of a corporate function</li> <li>May be developing breadth of knowledge within specific functional area</li> <li>Responsible for the management of projects or the delivery of particular activities within a function or area of IPSA activity</li> <li>Uses specialist knowledge to inform and contribute to strategy for immediate area of responsibility</li> <li>Adjusts, improves and implements processes in order to deliver project or delivery goals</li> <li>Works independently within a framework of policies and procedures, with overall agenda typically set by line manager or project plan</li> </ul>
Knowledge & Skills / Experience	
Scope of Responsibility	
Autonomy / Decision Making	
Resource Management	
Interfaces	

	<ul style="list-style-type: none"><li>• Expected to be proactive in identifying tasks to be undertaken</li><li>• Will make operational decisions within policies and procedures in line with knowledge and experience, referring upwards on more complex or non-routine issues</li><li>• A capacity to exercise a level of independent judgement</li><li>• Unlikely to have any formal staff management responsibilities but may mentor and/or delegate work to more junior staff or matrix manage within the scope of project delivery</li><li>• Little or no budget responsibility apart from managing expenditure within a project budget</li><li>• Little or no sign-off authority</li><li>• Good verbal and written communication skills</li><li>• Regular external interfaces with MPs offices, service providers, suppliers and contractors, requiring tact and diplomacy</li><li>• Internal interfaces are mainly with peers and line managers across IPSA</li><li>• Some reputational risk involved in representing the organisation</li></ul>
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