



Contract type	Permanent
Working hours	Full-time (36 hours per week), flexible to suit both you and your team
Salary	£31,139
Location	We're a fully hybrid organisation
Directorate	MP Services

About IPSA

IPSA is an 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 UK. In fact, we were the first independent regulator of its kind in any of the world's democracies.

Our mission is simple: we want to enable MPs to do what really matters by providing an exemplary, seamless regulatory service. We're guided by our values and our brilliant, inclusive culture ensures we're not only a great place to work but that we can also constantly adapt, evolve, and improve everything we do so that we can meet our customers' needs.

Take a look at some of our videos to find out more about who we are, what we do, and how we do it:

What does IPSA do?	Working at IPSA
	

The role and its responsibilities

We're looking for a brilliant new team member to join us, who can help us deliver our mission and provide comprehensive support to our customers, ensuring their issues are resolved and options considered while ensuring MPs comply with the MPs Scheme of Staffing and Business Costs. The role is IPSA's first point of contact for our customers; offering advice, guidance and information, taking and making telephone calls, responding to emails and attending face to face meetings, as well as approving and registering properties for access to funding and applying scheme and property-related legislation. The role also plays an important part in inducting and

educating customers on IPSA's systems and processes and offers significant opportunity to contribute to the continuous improvement of operational activity that supports achievement of IPSA's strategic objectives.

The Scheme can be perceived as complex and the role holder will need a full understanding of all its aspects, maintaining knowledge of relevant data, processes and systems to make life easier for MPs and their staff so they can focus on what really matters by delivering advice and support to MPs and their staff about how to access funding, manage budgets and ensure spending falls within the rules.

We're looking for someone with excellent listening skills to help them understand our customers, and someone who can collaborate with other teams across IPSA to meet these needs efficiently and effectively, as well as fostering compliance with the Scheme of MPs' Staffing and Business Costs through customer service excellence. Speaking with customers and building strong and productive relationships is core to this role. MP Services is a forward thinking and high performing team that values its people and its customers and as we're fixated with continuous improvement, we need resilient people with a flexible mindset to help us evolve and improve.

This is a brilliant opportunity for a calm and collected customer service champion, who thinks logically and works enthusiastically with all our colleagues and expressive customers to deliver an exemplary customer experience.

MP Services Account Managers responsibilities include:

- Enabling MPs and their staff to comply with the Scheme through providing excellent customer service.
- Educating MPs and their staff on processes and systems.
- Supporting MPs and their staff to manage their financial position and budgets through detailed analysis of financial data.
- Enabling MPs to register properties and claim reimbursements of business costs.
- Inputting data and monitoring accuracy of data to support decision-making.
- Supporting the process of validating business cost claims and recovering amounts over overspend, where necessary.
- Engaging with external stakeholders and collaborating with external partners, and where applicable, across residential and commercial property.
- Contributing to IPSA's continuous improvement culture.
- Undertaking other projects.

The MP Services Directorate includes two customer-facing teams: one team delivers advice and support to MPs and their teams about how to access funding, manage budgets and ensure spending falls within the rules, while the other team delivers advice and support about how to register properties with IPSA to access the funding that goes with them. Depending on operational requirements, you'll be recruited to one of these teams at your time of appointment and you may be required to move between teams in future to continue to meet the needs of our customers and your own personal development.

Who we're looking for

You'll be passionate about delivering excellent customer service and helping us to deliver our vision of enabling MPs to focus on what really matters by providing an exemplary, seamless, regulatory service. You'll dazzle people with your boundless energy, and you'll have a positive

influence on how our customers feel about us through understanding their needs and priorities. Through a collaborative approach to your work, sound communication skills and great attention detail, you will build bridges and you'll be adept at communicating complex and challenging financial information to MPs and their staff, proactively supporting MPs to spend wisely and within the guardrails of the Scheme.

Working with others but being accountable for achieving great results in your own work and also for IPSA is key so you'll be confident in planning your own workload and you'll be curious and analytical about the data you work with to ensure its right first time, every time.

You'll be working in a pressured environment so resilience is a must, and you'll need great listening and observational skills too. High initiative and a flexible approach to work and change are important. You'll be joining a high-performing team where resilience is a key attribute, and given the remit of the role, the ability to work dynamically with an unwavering commitment to meeting our own performance metrics is important. Above all, you'll live and breathe IPSA's values and be able to demonstrate how your experience and ways of working align with these.

A full job description and person specification is available on the [Current vacancies section on our website](#).

Location

We're a hybrid organisation with employees working in all corners of the UK. We have an office in central London which you can work from, although we welcome applications from all across the UK, offering flexible homeworking on UK mainland locations (which includes Northern Ireland).

What IPSA can offer you

- A competitive salary which is regularly benchmarked against industry.
- Hybrid and flexible working, with occasional travel to London for team meetings
- Generous contributions into a 'Civil Service' pension.
- 25 days holiday entitlement (+ bank holidays), increasing by one day each year up to 30 days.
- Option to purchase additional holiday days each year.
- Access to learning and development tailored to your role with coaching opportunities.
- Working in a high-performing organisation which supports democracy with a great team ethic.
- A culture encouraging equity, diversity, and inclusion.
- Time in your work to time to participate in our inclusive workplace networks.
- Mental Health First Aid network and access to our EAP.
- Enhanced family leave provisions.
- Workplace awards programme for living IPSA's values and innovative ideas.
- Season ticket/rent deposit loans.
- Cycle to work scheme.
- Give As You Earn scheme.
- Volunteering days and 'you' time.

Our commitment and values

We're committed to making IPSA a brilliant place to work and at the heart of our people philosophy is our promise to engage, enable and empower every member of our team to

deliver excellence, learn and develop each day. Through a diversity of backgrounds, experience and thought IPSA will continue to be a high-performing organisation with a truly diverse and inclusive culture. We're guided by our values and live and breathe them through all the work that we do. These are Staying Connected, Seeing the Bigger Picture, Being Open, Doing the Right Thing and Making a Difference. As a values-based organisation you can expect these to feature throughout the recruitment process and beyond.

How to apply

If you feel like you're a good fit for this role and for IPSA then we'd love to hear from you. Please send us your CV and a one-page cover letter to careers@theipsa.org.uk. We ask you to be succinct in your cover letter highlighting why you'd be a great match. It's always a good idea to cross reference your letter with the key elements of the role, person specification and focus on some of your key achievements which might be relevant to this role and how you align to our values.

Before you apply, please take a moment to read the [How to apply section on our website](#) which details our approach to reducing unconscious bias in our recruitment process.

Interview process and timeline

Interviews will be virtual via Microsoft Teams, so you'll need access to a secure WIFI network and a private space. Our interviews are competency-based, and we'll ask you a series of questions designed to help assess your suitability for the role and for IPSA, and we may also ask you prepare a short presentation.

The closing date for this role will be Friday 22 December, so we encourage you to submit your application without delay. Shortlisting will take place in w/c 2 January 2024 and interviews will take place on w/c 8 January 2024.

Due to the high number of applications, we expect to receive for this role we will only contact you if your application is shortlisted for interview. Feedback will only be provided after interview.

Privacy notice and right to work

By applying you confirm you have the right to work in the UK and [have read our Human Resources privacy notice](#).