

Job Description

Job Title:	MP Services Manager	Reports to:	Head of MP Services
Directorate:	MP Services		
Salary Band:	C	Salary Range:	£39,449 pa
No. of Direct Reports:	3-5	No. of indirect reports	0
Security Clearance:	CTC	IPSA reference:	MPSM22

Job role	
Job Purpose and Context	<p>Leadership</p> <p>As part of the MP Services Directorate, you will lead a team supporting MPs to access the funding they are entitled to and to help them to comply with the rules on spending.</p> <p>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 to help them to manage their budgets compliantly. This shared objective will require you to 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.</p> <p>Functional</p> <p>You will lead a team to deliver day to day advice and support to MPs and their teams to help them access funding and manage their budgets and spending wisely and within the rules. Depending on your role, you will be responsible for one of the following:</p> <ul style="list-style-type: none"> • Leading a team which delivers advice and support about how to access funding, manage budgets and ensure spending falls within the rules, on the phone, via email and other channels; or • Leading a team which delivers advice and support about how to register properties with IPSA and access the funding that goes with them. This team is also responsible for processing registrations and ensuring IPSA receives the information we need to comply with the rules. <p>MP Services Managers will directly lead their own small team of Account Managers and will also be responsible for leading work with a matrix of people from other teams across IPSA, all focused on supporting a regional group of MPs. This will involve significant collaboration and excellent people skills. You will also lead engagement with MPs and their teams to resolve complex issues and complaints using sensitivity, tact, understanding and confidence and know when escalation is necessary.</p>

Using management information, you will monitor and improve performance and cost of service against key performance indicators. You will also lead the delivery, supervision, and improvement of one or more business processes through which we deliver our service to MPs.

Key areas of responsibility:

Improve customer service

- Lead a cross-functional IPSA team to deliver a joined-up, consistent and timely service to support a regional group of MPs to manage their budgets wisely and comply with the rules.
- Lead your team to deliver timely, high quality customer service via all channels using data and a quality assurance framework to monitor and improve performance.
- Lead delivery of a functional area of work to support the wider MP Services team e.g., resourcing, payment card compliance, recovery of money owed by MPs, security funding, disability funding, etc.
- Use management information to monitor and improve performance and cost of delivery against key performance indicators.
- Lead your team to engage with and train MPs and their teams, on a one-to-one or group basis, through meetings, webinars, seminars, and training.
- Lead the resolution of complex issues and complaints using tact, diplomacy, sensitivity and confidence in a sometimes challenging environment, escalating issues where necessary.

Deliver financial value

- Lead your team to support MPs to manage their budgets wisely, comply with the rules and to prevent any unexpected budget overspends.
- Lead your team to ensure all spending is within the rules and accounted for correctly, and work with MPs to resolve compliance issues and where necessary, ensure money is returned to the taxpayer.
- Lead your team to ensure internal financial controls are adhered to and any potential compliance issues, fraud, data breaches or other issues are reported and escalated in accordance with procedures.

Grow our people

- Lead the induction, development, supervision, and communication of your team of account managers to improve engagement as measured by the annual people survey and other methods.
- Lead a cross-functional matrixed team to support high quality customer service encouraging collaboration, problem-solving and improvement across teams.
- Lead and develop an inclusive team and environment, where everyone can bring their whole self to work, have a voice and perform at their best.
- Support your team's health and wellbeing, by encouraging a healthy work-life balance, living our values, and supporting your team to manage their workload.
- Encourage an environment where openness, honesty challenge and innovation are valued.

Other

- Undertake any other reasonable duties as requested from time to time, within the job-holder's capabilities

Financial Management:	Although you will not be responsible for a budget, you will lead the IPSA team supporting 170 MPs to manage their budgets and comply with the rules on spending
Management of People:	The role will have direct line management responsibilities for between three and five Account Managers, and responsibility for leading a matrixed team of around eight people, focussed on delivery to a regional group of MPs.
Decision Making	We encourage an environment where all staff are empowered and supported to make recommendations and decisions relating to their work. This includes decisions about compliance with the rules, how to resolve issues and how to handle complaints. It also includes making recommendations and decisions about improvements to our processes. In all these matters you will be supported and coached by your manager and others to consider risks, impact, and options, to reach the right decision.

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

Technical Competences/job specific competencies		Level
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 advanced 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 in remote, virtual, and geographically dispersed environments.	B
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.	A

A=Expert knowledge B=Enhanced knowledge C=Competent

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

For internal use:

Job Level	Job Level Descriptors
<p>C</p> <p>Knowledge & Skills / Experience Scope of Responsibility Autonomy / Decision Making Resource Management Interfaces</p>	<ul style="list-style-type: none"> • Graduate calibre and may possess a part or fully qualified professional qualification • Typically considerable relevant experience within area of responsibility.. • Some understanding of the public sector and the political landscape in the UK. • Good knowledge of protocols and processes within a specialist area of a corporate function. • May be developing breadth of knowledge within specific functional area. • Responsible for the management of projects or the delivery of particular activities within a function or area of IPSA activity. • Uses specialist knowledge to inform and contribute to strategy for immediate area of responsibility. • Adjusts, improves, and implements processes in order to deliver project or delivery goals. • Works independently within a framework of policies and procedures, with overall agenda typically set by line manager or project plan. • Expected to be proactive in identifying tasks to be undertaken. • Will make operational decisions within policies and procedures in line with knowledge and experience, referring upwards on more complex or non-routine issues. • A capacity to exercise a level of independent judgement. • 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. • Little or no budget responsibility apart from managing expenditure within a project budget. • Little or no sign-off authority. • Good verbal and written communication skills. • Regular external interfaces with MPs offices, service providers, suppliers, and contractors, requiring tact and diplomacy. • Internal interfaces are mainly with peers and line managers across IPSA. • Some reputational risk involved in representing the organisation.