

MP Services Manager	
Contract type	Permanent
Working hours	Full-time
Directorate	MP Services
Salary	£39,449 pa

Location

IPSA is a hybrid organisation. We have an office in central London which you can work from, although we welcome applications from all across the UK, flexible on UK mainland locations.

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.

IPSA is on a mission! We want to enable MPs to focus on what really matters by providing an exemplary, seamless regulatory service. We have a compelling plan, and we are intent on transforming IPSA, but we need a truly exceptional, finance savvy, people-focussed, customer service manager to lead a team of people who support MPs to access the funding they are entitled to and to comply with the MPs Scheme of Staffing and Business Costs.

We are looking for an experienced manager to join a highly motivated, high-performing team in a leadership role which offers significant opportunity to enable change and contribute to improvement across your team, the MP Services Directorate and across IPSA and to support the achievement of IPSA's strategic objectives.

Working with colleagues across IPSA, your shared objective will be to develop, monitor and lead a 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, and with customer satisfaction and the forefront of everything you do. 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; or
- 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.

Main responsibilities

- 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.

- Motivating and inspiring your team, leading by example, to improve engagement and actively making MP Services and IPSA a great place to work.
- 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.
- Coaching your team to improve their performance and the performance of the team.
- Collaborating with teams across IPSA encouraging joint-working, problem-solving and improvement.
- Engaging positively with MPs and their staff to resolve complex issues and complaints sensitively.
- Building open and honest relationships with all teams across IPSA and with MPs and their staff, acting as the voice and face of IPSA.
- Taking pride in quality assurance, maintaining high quality, accurate data and using relevant data and insight to monitor and improve service and performance against key performance indicators, therefore contributing to continuous improvement of the function and adding value to the organisation.
- Bringing IPSA's core values of Staying Connected, Seeing the Bigger Picture, Being Open, Doing the Right Thing, and Making a Difference to life through behaviours and actions.

Who we are looking for

We are looking for an experienced, engaging, and empowering manager from a reputable customer service organisation who demonstrates outstanding leadership and can deliver a high quality, seamless service across remote and geographically dispersed teams. In this role, you will need to have excellent written and verbal communication skills and know how to deploy these in the right way, to inspire action and present complex information in a simple way, for different audiences.

You are a natural problem-solver because you like to analyse complex customer service matters, paying attention to every detail before deciding the right solution for our customers, stakeholders, and the public. Good financial numeracy means you can explain tough decisions clearly and confidently and you understand the importance of documenting clear decisions and how knowledge management can unlock consistent customer service.

You will enjoy working with others to deliver results but be accountable for your and your team's performance. You will be experienced and eager to develop and use management information to improve performance against key indicators.

You will be working in a pressured environment so resilience is a must, and you will need great listening and observational skills too. High initiative, planning skills and a flexible approach to work and change are important, too.

You will be joining a diverse and knowledgeable bunch of people, passionate about making IPSA brilliant and so you will need to fit right in and help the organisation to grow, improve and change.

A full person specification [is available on our website](#).

Benefits

- Civil Service Pension
- Generous holiday entitlement
- Season ticket/rent deposit loans
- Hybrid and flexible working
- Access to learning and development
- Working in a high-performing organisation
- A culture encouraging inclusion and diversity; with LGBT+, BAME, Women's, and Green workplace groups
- Cycle to work scheme
- Volunteering days

Our commitment and values

We are committed to making IPSA a more diverse and inclusive organisation and we choose to recruit, retain, and develop people with a diverse mix of skills and experience. We are a high-performing organisation that values diversity and we live our values through all the work that we do. Our inclusive workplace environment welcomes people from all backgrounds and our BAME, Green, Women's and LGBTQIA+ networks signal our commitment to celebrating and promoting diversity, inclusion, and sustainability.

Our core values are Staying Connected, Seeing the Bigger Picture, Being Open, Doing the Right Thing and Making a Difference. If you share and live our values, then we would like to hear from you. We are a values-based organisation, and you can expect these to feature throughout the recruitment process and beyond.

How to apply

If you are interested in applying for this role, please send your CV and a one-page cover letter to ipsa.recruitment@theipsa.org.uk. We operate a blind recruitment process, so 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

Please ensure that your CV and cover letter do not contain any personal details which could identify you. 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 People team, your name and email address will only be visible to them and not those carrying out the shortlisting. The People team will contact you if you have been shortlisted.

Interview process

Our interview and onboarding processes are virtual. If you want to join our team you will need access to a secure WIFI network and a private space to work from. If you are successful we will provide you with equipment for onboarding, training, and working from home.

Interviews will take place on 6 and 7 September 2022. The interview panel will consist of our Head of MP Services and Head of Homes, Offices and Security plus one other member of the IPSA team. You will be asked to deliver a short presentation of less than 5 minutes, but no need to worry about creating a slide deck! This will be followed by a competency-based interview where we will ask you a series of questions designed to help the panel assess your suitability for the role and for IPSA.

Important information

We aim to keep our application window open for four weeks which means the closing date for this role will be 26 August 2022. However, we will sift applications as they are submitted and therefore, we reserve the right to close the advert at any point after two weeks.

We expect to receive a high number of applications for this role, so we strongly advise you to apply before 12 August 2022.

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](#).

Latest Application: 26 August 2022