

Independent Parliamentary Standards Authority (IPSA)
MP Support Services Officers
Two Permanent, Full Time Roles
Permanent
£28,535

Location: Flexible.

Background:

The Independent Parliamentary Standards Authority (IPSA) is the independent body created by Parliament in 2009 to regulate and administer MPs' pay, pensions, business costs and expenses. We ensure transparency and fairness in the way MPs are remunerated and reimbursed for their business costs and expenses, processing around 15,000 claims for costs and expenses each month and publishing the details of these every two months.

About the role:

We are seeking to appoint a MP Support Services Officer who will act as first point of contact and provide high-quality customer service for a group of up to 170 MPs and their staff. The role involves supporting MPs in the administration of the MPs' Scheme of Business Costs and Expenses in order to ensure compliance with our principles, rules and processes.

This is an exciting opportunity for dynamic, organised and self-motivated individuals seeking an opportunity to work in an organisation currently undergoing transformational change, where every day is different.

What we are looking for:

- Customer service skills and experience
- Oral and written communication skills
- Good attention to detail and the ability to effectively present information to key stakeholders and colleagues across the organisation.

Benefits:

- Generous holiday entitlement
- Season ticket loan
- Access to learning and development
- A culture encouraging inclusion and diversity
- You will be based in central London opposite Covent Garden
- 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 **a covering letter of a 200-word response to the question ‘why do you think the independent regulation of MP’s expenses is important’** to HR@theipsa.org.uk. 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

Latest Application: 14th April 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.

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 Human Resources privacy notice](#)

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.

Job Description

| | | | |
|------------------------|-----------------------------|-------------------------|---------------------|
| Job Title: | MP Support Services Officer | Reports to: | MP Services Manager |
| Directorate: | MP Support | | |
| Salary Band: | B | Salary: | £28,535 |
| No. of Direct Reports: | 0 | No. of indirect reports | 0 |
| Security Clearance: | CTC | IPSA reference: | |

| Job role: | |
|--------------|---|
| Job Purpose: | <p>To be the first point of contact and to provide high-quality customer service to a group of up to 170 MPs. To support them in their administration of the MPs' Scheme of Business Costs and Expenses in order to improve compliance with the principles, rules and process. To train them in using our systems and processes.</p> <p>To contribute to the overall development of the teams' activities by leading on and developing a specific area of operational activity that supports the team in the achievement of its key objectives.</p> |
| Job Context: | <p>This role works within a team that provides advice, guidance and information for MPs, and is also responsible for the publishing of MP data and claims. The role needs to understand MPs' requirements, ensuring they are met in a timely, efficient and effective manner, meeting business KPIs and targets. This is achieved through working with colleagues across IPSA and maintaining a full knowledge of all the relevant processes, systems and data to deliver a quality service. The role is the frontline for IPSA, and the first point of contact for MPs and their staff. The guidance and advice is provided through face-to-face meetings, email exchange and phone contact.</p> |

| Key areas of responsibility: | | % |
|------------------------------|--|----|
| 1. | Increase and ensure compliance with the MPs' Scheme of Business Costs and Expenses (the 'Scheme') through establishing and maintaining positive, constructive relationships with each MP for whom you are responsible, and the use of financial and data management techniques. | 15 |
| 2. | Ensure that MPs and their staff are fully aware and understand the requirements of the Scheme, processes and systems in place to support MPs in their parliamentary functions through providing high-quality customer service answering questions and providing guidance over the phone in addition to training on the scheme and IPSA's systems on a one-to-one or group basis. | 20 |
| 3. | Pro-actively support MPs and their staff by maintaining an overview of their current financial situation in order to be able to provide accurate, useful and timely advice, guidance and | 15 |

| | | |
|----|---|----|
| | information regarding the eligibility of their expenditure, projected financial position and amounts due to be repaid. | |
| 4. | Support MPs and their staff to make claims under the Scheme through ensuring that all requirements necessary are completed in a timely and accurate manner. | 10 |
| 5. | Improve the quality of information held and used across IPSA for decision making and actions through accurate inputting and maintenance of data, addressing errors and weaknesses and understanding the source and meaning of data used. | 15 |
| 6. | Improve assurance of the eligibility of MPs' expenditure through the pre- and post-payment validation processes, recovery of amounts owed and identifying issues of concern whilst recommending routes for resolution. | 5 |
| 7. | Contribute to the overall development of the team and work processes by leading on and developing a specific area of operational activity. Deliver the work area through devising and embedding appropriate processes and providing training, guidance and support to colleagues. | 10 |
| 8 | To incorporate the IPSA values into your work each day- professionalism, respect, integrity, collaboration and improvement. | |

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|-----------------------|--|
| Financial Management: | No formal budget management. However, the post holder will be required to support MPs with their budgets and other financial matters so an understanding of finances and numeracy are required. |
| Management of People: | N/A |
| Decision Making | Post holders are expected to determine the appropriate response to MPs and/or staff with regard to the scheme and expenses. Only complex queries or matters where there is little precedent should be escalated. |

| Person specification | | |
|--|--|-------|
| Essential education and/or professional qualifications | Degree or relevant equivalent work experience. | |
| Technical Competences/job specific competencies | | Level |
| 1. | IT skills – MS Office Suite (Outlook, Word, Excel, PowerPoint) | A |
| 2. | CRM | B |
| 3. | Giving presentations to a wide range of audiences | B |
| 4. | Leading and managing meetings on complex issues | C |
| 5. | Knowledge of the FOI process (Freedom of Information) & Data Protection | C |
| 6. | Knowledge of Assurance and Regulation processes | A |
| 7. | Knowledge of Payroll and Finance processes | B |
| 8.. | Understanding of financial management and data gathering/assessment techniques | B |
| IPSA competences | | |
| 1. | Working together: Team working, communication. | |
| 2. | Managing myself: Taking personal responsibility | |
| 3. | Working to deliver: Achieving results, being accountable. | |

A=Expert knowledge

B=Enhanced knowledge

C=Competent

| Job Level | Job Level Descriptors |
|---|---|
| <p>B</p> <p>Knowledge & Skills / Experience</p> <p>Scope of Responsibility</p> <p>Autonomy / Decision Making</p> <p>Resource Management</p> <p>Interfaces</p> | <ul style="list-style-type: none"> • Graduate calibre and may be studying for a professional qualification • Relevant experience within area of responsibility • Good knowledge of day to day processes and activities within area of responsibility • Developing depth and breadth of knowledge and expertise • Primarily operates in a support role with discrete responsibility for some operational activities and/or processes • Not expected to contribute to strategy, other than inputting ideas as part of a team • Implements and may adjust/improve processes to deliver project or delivery goals • Works independently on a day to day basis within a clearly defined framework of procedures and processes • Able to deal with some non-routine operational issues drawing from prior experience or precedent, but will typically refer upwards on anything non-routine • Some problem-solving skills, but advice and guidance is readily available • No staff management responsibility • Some budget awareness but no formal responsibility other than monitoring of project or IPSA expenditure budgets • No sign-off authority • Good verbal and written communication skills • External interfaces will be mainly on routine operational matters, but may be at a senior level requiring a level of tact and diplomacy, particularly with MPs and their offices • Routine interfaces with peers and line managers across IPSA • Typically, a lower level of reputational risk involved in interfaces due to the more routine/process-based nature of the interactions |