

Directorate	MP Services	Reports to	Manager, MP Services
Salary range	£31,139	Salary band	B
Security level	Counter Terrorism Check	IPSA reference	MPSAM23b

Purpose and context

A key role enabling our customers, MPs, and their staff, to comply with the MPs' Scheme of Staffing and Business Costs by providing high quality customer service and building relationships with a region of up to 170 MPs and their staff. 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. 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.

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, in addition to providing tenancy advice, internally and externally, across residential and commercial property. 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.

Key responsibilities

- Enabling MPs and their staff to comply with the Scheme of MPs' Staffing and Business Costs by providing high-quality customer service, building strong and productive relationships, and offering accurate and timely advice and support.
- Enabling MPs and their staff to register properties and claim reimbursement of business costs, ensuring they are compliant, timely and accurate.
- Approving and registering properties for access to funding, applying the Scheme rules and property-related legislation.
- Educating MPs and their staff on the requirements of the Scheme, processes, and systems on a one to one or group basis.
- Pro-actively supporting MPs and their staff to manage their financial budget by working with others in IPSA to maintain an overview of their current budget, projected financial position and amounts due to be repaid.

- Inputting and maintaining high quality, accurate data, and information to aid decision making.
- Supporting the validation of expenditure through the pre-payment and post-payment validation processes, identifying areas of concern, recovering amounts owed quickly and recommending routes for resolution.
- Engaging with external stakeholders where needed, to provide joined-up support to MPs (for example, working with colleagues at the House of Commons or landlords).
- Contributing to the continuous improvement of operational activity that supports achievement of IPSA's strategic objectives to improve customer service, simplify our policy, deliver financial value, and grow our people.
- Undertaking autonomous projects and other pieces of work as well as contributing to wider IPSA projects, as required.
- Reflecting IPSA's values of staying connected, seeing the bigger picture, being open, doing the right thing and making a difference through all that you do.

IPSA is a learning organisation. We constantly review our work against our customer's need and assess the environment in which we operate so that we can continuously improve. Therefore, the list of key responsibilities may adapt and change over time within the spirit and nature of organisational change and the development of the role.

Person specification

	Essential	Desirable
Experience and technical knowledge		
Demonstrable experience working within a customer-facing service environment.	✓	
Experience and/or working knowledge of a regulatory or financial services setting.		✓
Some experience and knowledge of the application of UK property legislation.		✓
Knowledge of Information Governance and Data Protection and the importance of its application.	✓	
Abilities		
Able to lead, manage and influence complex conversations.	✓	
Able to manage multiple workstreams simultaneously and work to changing priorities/conflicting demands.	✓	
Thorough and inquisitive mindset with high attention to detail	✓	
Resilient and performs well under pressure, responding constructively to setbacks and change.	✓	
To be self-aware, recognising own limits, acting on feedback from others and knowing when to seek support and guidance.		✓
Skills		
Strong analytical and problem-solving skills.	✓	
Proficiency to understand financial management techniques and IT skills.		✓
Presentation skills which are suitable for wide audiences at all levels.	✓	
Good written communication, listening, and observational skills.	✓	

Proactive and flexible self-starter, adapting quickly to changing situations and taking the initiative to respond to the needs and priorities of others.		✓
Cultivate effective working relationships across and work collaboratively with external stakeholders.	✓	