

MP Services Account Manager	
Contract type	Permanent
Working hours	Full-time
Directorate	MP Services
Salary	£29,684 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 do what really matters by providing a providing an exemplary, seamless regulatory service. We have a compelling plan, and we are intent on transforming IPSA, but we need truly exceptional, finance and customer service savvy relationship builders to provide accurate, consistent advice to our customers, MPs, and their staff. We are looking for brilliant people who can 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 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 will 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.

About the role

You will belong to a highly motivated team and your role will be visible across IPSA and so building successful partnerships with others is key. In both teams' the role involves listening to and understanding customers, collaborating with other teams across IPSA to meet these needs efficiently and effectively. 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. The way we work is changing fast, so we need resilient people with a flexible mindset to help us evolve and improve.

You will be the face and voice of IPSA as first point of contact when MPs and their staff need help, as well as inducting and educating them on IPSA's systems and processes. So, if speaking to customers via

inbound and outbound calls, responding to emails and building great relationships is your thing, then this is the role for you.

Main responsibilities

- Enabling MPs and their staff to comply with the Scheme of Staffing and Business Costs by providing high-quality customer service and accurate, timely advice.
- Building open and honest relationships with all teams across IPSA and with MPs and their staff, acting as the voice and face of IPSA.
- Collaborating with the wider IPSA team and other stakeholders (possibly including landlords and the House of Commons), to resolve complex queries, ensuring MPs are provided with appropriate, accurate and timely advice and information.
- Educating MPs and their staff on the requirements of the Scheme, processes and systems through one-to-one conversations, group webinars and presentations.
- Pro-actively supporting MPs and their staff to manage their financial budget and supporting the validation of expenditure through the pre- and post-payment validation processes.
- Taking pride in maintaining high quality, accurate data, and information to aid decision making.
- Actively making MP Services and IPSA a great place to work, 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

You will be passionate about great 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 will dazzle people with your boundless energy, and you will have a positive influence on how our customers feel about us. Through a collaborative approach to your work, sound communication skills and great attention detail, you will build bridges and you will 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 will be confident in planning your own workload and you will be curious and analytical about the data you work with to ensure it is right first time, every time.

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 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: <https://www.theipsa.org.uk/careers-with-ipsa>

Benefits

- [Civil Service Pension](#)
- generous holiday entitlement
- season ticket/rent deposit loans
- hybrid and flexible working options
- access to learning and development tailored to your role
- working in a high-performing organisation
- a culture encouraging inclusion and diversity; with LGBTQAI+, 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 8 August 2022 and 9 August 2022. The interview panel will consist of an MP Services Account Manager plus two others: one from MP Services and another member of the IPSA team. 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 4 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