

### Job Description

Job Title:	MP Services Account Manager	Reports to:	MP Services Manager
Directorate:	MP Services		
Salary Band:	B	Salary:	£ 29,684
No. of Direct Reports:	0	No. of indirect reports	0
Security Clearance:	CTC	IPSA reference:	MPSAM22

Job role	
<b>Job Purpose:</b>	<p>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. The role offers significant opportunity to contribute to the continuous improvement of operational activity that supports achievement of IPSA's strategic objectives.</p>
<b>Job Context:</b>	<p>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.</p> <p>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'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.</p> <p>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.</p>

<b>Key areas of responsibility:</b>	
1.	Enabling MPs and their staff to comply with the Scheme of Staffing and Business Costs by providing high-quality customer service, building strong and productive relationships and offering accurate and timely advice and support.
2.	Educating MPs and their staff on the requirements of the Scheme, processes and systems on a one to one or group basis.
3.	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.
4.	Enabling MPs and their staff to register properties and claim reimbursement of business costs, ensuring they are compliant, timely and accurate.
5.	Inputting and maintaining high quality, accurate data and information to aid decision making.
6.	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.
7.	Engaging with external stakeholders where needed, to provide joined-up support to MPs e.g. working with colleagues at the House of Commons or landlords
8.	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.
9.	Reflecting IPSA's values of staying connected, seeing the bigger picture, being open, doing the right thing and making a difference in all that you do.

<b>Financial Management:</b>	No formal budget management however the role supports MPs in the management of their budgets and financial matters, so a good understanding of financial and budget management is required.
<b>Management of People:</b>	N/a
<b>Decision Making</b>	The role holder will use the Scheme rules, guiding principles, processes and our values to help them do the right thing and you'll be supported by your line manager as and when escalation is necessary.

<b>Person specification</b>	
Essential education and/or professional qualifications	Experience of working in a customer facing service environment is essential, preferably in a regulatory or financial services setting.

<b>Technical Competences/job specific competencies</b>		<b>Level</b>
1.	Leading and managing complex conversations	A
2.	Customer service experience	A
3.	Understanding of financial management techniques and IT Skills	B
4..	Analytical and problem-solving skills, with attention to detail	A
5..	Presenting to a wide audience at all levels	B
6.	Knowledge of Information Governance and Data Protection	B

7.	Regulatory background	C
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IPSA competences	
1.	<b>Working together:</b> Team working, communication.
2.	<b>Managing myself:</b> Taking personal responsibility
3.	<b>Working to deliver:</b> Achieving results, being accountable.

A=Expert knowledge B=Enhanced knowledge C=Competent

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