

## MP Services Account Manager

£28,820

**Location:** IPSA works hybrid, flexible on UK mainland location

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 UK. 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 an exemplary, seamless regulatory service. We have a compelling strategy and we're intent on transforming IPSA. We're looking for truly exceptional, finance and customer service savvy relationship builders to provide accurate, consistent advice to our customers, MPs, and their staff. We're looking for 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.

You'll belong to a great team and your role will be visible across IPSA. Building successful partnerships with others is key. You'll be the face and voice of IPSA as the first point of contact when MPs and their staff need help, as well as inducting and educating them on IPSA's systems and processes. The role offers a significant opportunity to enable change and improvement across the team and supports achievement of IPSA's strategic objectives.

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.

Key areas of responsibility include:

- Building open and honest relationships with all teams across IPSA and with MPs and their staff, acting as the voice and face of IPSA.
- Helping MPs and their staff to comply with the Scheme of Staffing and Business Costs by providing high-quality customer service and accurate, timely advice.
- Collaborating with the wider IPSA team and other stakeholders 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.
- 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.
- 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 to create a healthy, positive, values-based culture of high performance.

## Who we are looking for

You'll 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'll dazzle people with your boundless energy, and you'll have a positive influence on how our customers feel about us. Your collaborative approach will build bridges and you'll 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.

You'll enjoy working with others and be accountable for achieving great results. You'll have sound communication skills and a great attention to detail, and you'll be confident in planning your own workload. You'll be curious about the data you work with to ensure it's right first time every time.

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

You'll be joining a diverse and knowledgeable bunch of people, passionate about making IPSA brilliant and so you'll need to fit right in.

## Benefits

- Generous holiday entitlement
- Season ticket loan
- Access to learning and development
- A culture encouraging inclusion and diversity; with LGBT+, BAME, and Green workplace groups
- Civil Service Pension
- Flexible Working

We are a high-performing organisation that respects diversity and promotes our values through all the work that we do.

## How to apply

We're 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. Our inclusive workplace environment welcomes people from all backgrounds and our BAME, Green and LGBT+ networks signal our commitment to celebrate and promote diversity and sustainability.

We've adapted our recruitment process during the pandemic, and we run virtual interviews and a virtual onboarding process. Candidates who want to join our team will need access to a secure WIFI network and a private space to work from. Successful candidates will be supplied with equipment for virtual onboarding, training, and working from home. Our office is in Central London, but we are looking for people based across the UK with the right to work in the UK, with occasional travel to London required.

Our core values are:

- Staying Connected
- Seeing the Bigger Picture
- Being Open
- Doing the Right Thing, and
- Making a Difference

If you share our values, then we would love to hear from you.

If you're interested in applying for this role, please send us your CV and on no more than one side of A4, describe a time when you've had to say no or deliver unwanted news to someone while maintaining a strong, positive, and productive relationship with them. Tell us what the issue was, why you had to say no, what alternatives you offered, how you communicated, the person's reaction and the impact on your future relationship.

Please send to [ipsa.recruitment@theipsa.org.uk](mailto:ipsa.recruitment@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 **do 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](mailto:HR@theipsa.org.uk).

**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](#).**