

Volunteer Money Angel Income Maximisation Administrator Recruitment Pack

St Andrew's Community Network

- ☎ +44 (0) 151 226 3406
- ✉ hello@standrewslive.org.uk
- 🌐 standrewslive.org.uk

Charity Number: 1105307 | Company Number: 4918017



Why volunteer with us?

The work we do changes lives. We're a group of skilled, dedicated people driven by our commitment to design out poverty in the communities we serve. Join us on our mission.

If you want to see lives changed for the better, whilst genuinely developing your own skills, then St Andrew's Community Network is a rewarding place to be!

We pride ourselves on a fun and supportive culture, where we value you as a whole person and offer opportunities for you to grow.

Who are we looking for?

If you are you passionate about making a difference to those struggling with finances in North Liverpool as part of our Income Maximisation (Welfare Benefits) Advice team, we could be the next step on your volunteering path.

We are seeking a highly motivated and passionate individual to join our experienced and dedicated team to support the delivery of high-quality welfare benefits advice.

We hold the Advice Quality Standard for our work and are overseen by both Community Money Advice and the Financial Conduct Authority.

We are seeking an individual with strong administration skills who would be committed to use those to increase the capacity of the welfare benefits advisors working in our Financial Resilience team.

To apply, please complete the application form online. Please also take the opportunity to complete the Equal Opportunities, although this is optional.

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Completed applications should be submitted as soon as possible. **We are actively recruiting** and will be **interviewing on a rolling basis** until we find the right candidate.

If you have any queries or require any more information, please contact our **Income Maximisation Team Leader**, or phone the office on 0151 226 3406.

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Role Description

Role: Volunteer Money Angels Income Maximisation Administrator

Purpose of the post: To support the day-to-day operation of the Income Maximisation Advisors who work within the Financial Resilience Team to deliver welfare benefits advice to the local community and hubs across Liverpool through excellent organisation, administration, and compliance.

Main Point of Contact: Financial Resilience Team Leader (Income Maximisation)

Hours: Flexible to suit your personal circumstances. Up to 21 hours a week

Period of Contract: Permanent Volunteer (with development opportunities)

Responsible for: Volunteer Money Angels

Location: This post will be based at our organisational office at 16 Larkhill Lane.

Specific requirements for this role

The Volunteer Money Angel Administrator will:

- Provide administrative support to the team through support for case work, including building new benefit cases on our system as referrals come in, allocating work to advisors, liaising with the DWP to chase decisions, reviewing client files to ensure compliance, contacting clients, making and reminding about appointments, supporting with paperwork, printing and scanning

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- Undertake other such duties as maybe required, especially in support of the other activities delivered by St Andrew's Community Network.

General Responsibilities:

- To support the direct delivery of high-quality welfare benefits advice work.
- Adhere to policies and procedures as set out by St. Andrew's Community Network, AQS, CMA and FCA.

Requirements of all St Andrew's Community Network Team Members

Help to achieve our charitable objects; strategic aims and priorities contributing your skills and experiences to varied aspects of what St Andrew's Community Network does by:

- Working to St Andrew's Community Network's values: **Welcome** – Embracing diversity with dignity and respect. **Hope** – Helping each other discover alternative choices and new opportunities. **Empowerment** – Walking alongside people at their pace to help them achieve their goals. **Excellence** – Dedicated people doing exceptional things. **Love** – Building relationships, family, friendship and faith.
- Increasing the membership of the network, and to direct members and partners to additional areas of support from within the team.
- Where needed, undertaking standalone projects that further the aims of St Andrew's Community Network.
- Actively contributing to, promote and galvanise support for St Andrew's Community Network's organisational priorities internally and externally including research, campaigns, comms and marketing, fundraising, policy and best practice.

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- Recording, monitoring and evaluating your work in accordance with the operational plan for the organisation to evidence the impact of the work (e.g., using our databases, Impact stories etc)
- Contributing to making St Andrew's Community Network a great place to work, one that is inclusive and sees the potential in us all.
- Working to combat all forms of discrimination, and to ensure that the principles of equal opportunities and social justice are implemented in all work undertaken on behalf of St Andrew's Community Network. To promote this to other organisations we work with and to help combat discrimination, disadvantage and poverty in the places we serve.

Health and Safety, Safeguarding and data protection

- To ensure you deliver best practice in Safeguarding, and any safeguarding concerns are raised as per our policy.
- To be responsible for own health and safety and that of colleagues, in accordance with the Health & Safety at Work Act and relevant EC Directives, including reporting any health and safety hazard immediately that it becomes apparent.
- To work in accordance with the Data Protection Act and to ensure all Data Protection problems are reported to the COO.

To carry out the above duties, and any other duties commensurate with the responsibilities of the post which may reasonably be required, in a manner which actively supports and promotes St Andrew's Community Network's values, aims and policies.

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Person Specification

Key skills and experience

Experience of office administration (essential)

Excellent IT and computer skills including a working knowledge of Office 365 (essential)

Professional telephone manner (essential)

Strong interpersonal skills and the understanding to deal with vulnerable people (essential)

Excellent Communication - both written and oral (essential)

To have some knowledge of finance systems (desirable)

Some experience of managing compliance within an organisation (desirable)

Personal attributes

Agree and support the Christian values of St Andrew's Community Network

Ability to work unsupervised, under pressure and to deadlines

Ability to work as part of a team

Honesty and integrity

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