



Job Description

Title	Sector Support Officer
Reports to	MAT Head of Research & Policy
Based at	21-26 Garlick Hill, London EC4V 2AU

Job purpose

- To work with MAT's Head of Research & Policy to maintain and enhance an online information hub¹
- To be responsible for the day-to-day management of a MAT-led *Common Financial Statement*² project under the direction of MAT's Head of Research & Policy
- To be responsible for the day-to-day administration of a MAT-led creditor contact database³

Key responsibilities and accountabilities

Information management

- To collect and collate information from a wide range of external organisations, and to upload this onto MAT's information hub, ensuring that data is up-to-date and presented in a format consistent with the requirements of contributing agencies
- To participate in the development and expansion of the content, structure and functionality of the MAT information hub
- To record suggestions and queries regarding the Common Financial Statement and present these in report format to MAT's Head of Research & Policy
- To log queries and make corrections relating to the MAT creditor database and ensure that the data housed is current and otherwise accurate
- To take on a progressively greater role in the project management of all three initiatives

¹ Please refer to the attached bulletin for more information about the MAT information hub. Please note that the bulletin was drafted some time ago, and that the hub is now close to launch.

² The Common Financial Statement (CFS) is a tool that enables people in debt, with the assistance of money advisers, to itemise and submit information to creditors about their income, expenditure, liabilities and assets in a standard format as the basis for making realistic debt repayment offers. More information on the CFS is available from www.moneyadvicetrust.org.

³ The attached summary provides more information about the creditor database.

External liaison

- To maintain and develop relationships with a wide range of external organisations in order to ensure the ongoing effectiveness of the MAT information hub as a resource for the money advice sector
- To deal with enquiries regarding the purpose, content and functionality of the Common Financial Statement and to troubleshoot as appropriate
- To deal with enquiries regarding the purpose, content and functionality of the MAT-led creditor database and to troubleshoot as appropriate

Other

- To participate in an externally-commissioned evaluation of the first phase of the implementation of the information hub
- To provide suggestions to MAT's Head of Research & Policy regarding options to develop and improve all three key resources covered by the role
- To liaise with MAT's Head of Communications & Fundraising to ensure all publicly-facing work complies with MAT's corporate guidelines and fits with MAT's overall communications strategy.

General terms & conditions

Salary

£32,634

Pension

9% Employers Contribution

Hours of Work

Flexible, however generally normal daily working hours between 9:00am and 5:00pm, with some limited UK travel that might involve occasional overnight stays

Holidays

25 days (plus time off between Christmas and New Year)

Person Specification

Job title Sector Support Officer

Skills

- Ability to collect, order, and present a range of types of information in a format accessible to non-specialists
- Excellent interpersonal skills, with an ability to act as the corporate face of MAT and to communicate in a clear, jargon-free manner and to deal sympathetically with enquiries from a range of sources
- Excellent perception of detail in order to be able to identify and rectify omissions or other problems relating to the structuring and presentation of information.

Experience and knowledge

- Experience of successfully managing and reviewing projects with senior management support
- Experience of working in the money advice sector and/or financial services sector
- Knowledge and experience of using relevant software packages, eg Microsoft Excel, Access etc, and ability to edit and search databases.

Attitudes

- Willing to develop own skills base, and with managerial support take a progressively greater role in project development and management activities, particularly in relation to expanding the content, functionality, profile and role of the information hub
- Cooperative, communicative, and committed to team working
- Committed to abide by MAT's values, organisational policies and procedures.