



CAP Centre Manager

Role Specification

This job description outlines the key accountabilities of, and output required from, the post holder. It is not a definitive list and the role may well change and evolve over time.

Reports to: Centre Development or Area Manager with local accountability to the designated Christ Church line manager. The Centre Manager will be expected to participate in monthly staff meetings at Christ Church.

Staff responsible for: Other Debt Coaches in the centre where relevant. Befrienders, other Volunteers and Prayer team.

Context of the job:

Christians Against Poverty run a network of debt counselling community outreach centres throughout the UK, each one in partnership with a local church. Each of these centres has a Centre Manager who is responsible for the work in that particular centre/church.

Main purpose of the job:

The purpose of the Centre Manager will be to run the centre effectively to achieve the aims of the charity in their particular locality. To do this in such a way as it positively reflects the Christian faith and the core values of the charity.

Time Commitment:

Sixteen to Twenty hours per week, as agreed, with at least two sessions within normal working hours of 9am – 5pm, Monday to Friday. The full annual holiday entitlement is 5.6 weeks plus bank holidays (pro rata for part-time employees, based on full-time equivalent of 35 hours per week).

Salary: £11.82 per hour (Annual equivalent: £12,292 assuming a 20 hour week)

Location: Whilst some administrative work can be done from home, an office space is provided at Christ Church

Key accountabilities:

- To become trained and proficient in the services CAP offer so as to be part of a team offering a high quality debt counselling service.
- To visit clients and to explain the CAP service in a way that encourages clients to agree to work with CAP. Mobility is essential and so having a car and full license would be essential to enable home visits.
- To be part of a team that delivers the debt advice to the client. This will involve a fact find of the client's current financial situation, communicating the prepared budget and financial plan to clients and working with clients to encourage them to stick to the plan.
- To accompany clients to court in order to secure affordable repayments and other legal agreements.
- To publicise the CAP service in such a way that it is made available to the widest possible section of society. This will also involve developing links with relevant local utilities,



companies, councils etc so as to provide a service working in harmony with all relevant agencies.

- To promote the work within the local church, thus encouraging volunteers to become involved in the many aspects of the work (support team, prayer team, financial support, etc)
- To positively promote the Christian faith in line with the objectives of the charity.
- To promote the work of CAP to friends, families and contacts so enlarging the interest in, support of and awareness concerning the charity – this includes encouraging support through the CAP Life Changer programme and other fundraising events.
- To manage all elements of the CAP centre including local volunteers, caseload and all central operational tasks, such as reports, reviews etc.
- Manage CAP Café and CAP Café Volunteer Team
- Manage the Schools Partnership Project and Schools Volunteer Team
- Support and manage Volunteer Debt Coaches
- Run regular CAP Briefings/Prayer Meetings
- Run Volunteer Training Events

Measurable outputs:

- Number of clients helped
- Number of clients actively exploring faith through engaging with the church's life
- Positive responses of clients to the Christian ethos of the charity
- Number of ongoing client relationships maintained
- Account retention
- Number of supporters recruited
- Number of volunteers recruited and retained from Christ Church and other local churches
- Engagement of the wider Christ Church community in CAP

Person Specification

Knowledge

- A good level of general education including GCSE or 'O' level Maths and English.
- Comfortable working with numbers.

Experience

- Recent experience of reaching out to individuals and sharing the Christian faith with them in such a way that people have then chosen to follow the Christian faith.
- Experience of getting alongside new Christians to disciple them
- Experience of working with poor and needy people in vulnerable sections of society.
- Experience of leadership and managing a team (preferably experience of also managing volunteers)
- Experience of working both on your own and as part of a team.
- Administration and Financial Planning experience.
- Experience of communicating in large group, small group and one-to-one settings

Skills/Abilities

- Ability to explain the Christian faith in a relevant and natural way.
- Ability to motivate and inspire people to make decisions for Christ and to sign up for our service.
- Excellent verbal and written communication skills.
- Ability to head up PR and publicity for the centre and to persuade third parties to refer clients
- Logical, articulate approach to work.

Christians Against Poverty is an equal opportunities employer



INVESTOR IN PEOPLE

- Excellent time and task management.
- Good administration skills.
- Good IT skills – confident using Word, Excel and the internet.
- Compassionate, but with an ability to hold professional boundaries
- Ability to remain emotionally strong through stressful situations.

Christian Commitment

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values.
- Strong faith and relationship with Jesus is essential as you will be the face-to-face contact with the public, communicating the Christian purpose of the charity with clients.
- Must be a committed member of the partner church where the centre is hosted.

Life Changers & Prayer

- This role, as with all roles at CAP, requires that the individual is willing to ask friends and family to support the work of the charity through our "Life Changer" regular giving programme. Generating Life Changers is to be seen as an ongoing part of this role with the organisation.
- CAP sees prayer as a vital part of the work we do, seeking God's help in many and varied situations. This can be expressed through large groups praying together, small groups or even individual prayer about situations. The individual must be able to actively participate in such activities as an expression of their own personal faith and in line with CAP's statement of faith.

Other

- Must attend initial (4 days) and refresher (1 day) training at Head Office
- Must have flexibility to be able to attend National Conferences (3 days summer and 2 day winter – both residential).
- Comfortable in a "charismatic" Christian environment.
- Flexibility to work occasional evenings.
- Must undergo an enhanced DBS Check and work fully within the Christ Church and CAP safeguarding policies at all times.

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

The interview process for this role is in two stages:

Candidates are interviewed at a local level, before the most suitable candidate is recommended to CAP nationally for a further interview.

If you are interested in this role, please submit a letter of application plus an up to date CV and details of two people we can approach for references. One of these should be from a recent employer.

Please send to: Rev Paul Peterson, Christ Church Parish Office, 57 North Street, Downend, Bristol BS16 5SG or paulpeterson@christchurchdownend.com

Further details about the work of the Bristol North East Centre can be found at <http://christchurchdownend.com/debt-counselling-and-money-management/>

Job description prepared by: **Helen Johnson, Senior Centre Development Manager**
Updated for local use by Rev Paul Peterson March 2021

