**MABS SUPPORT CLG**

**BUSINESS MANAGER**

Candidate Information Pack

June 2025

CLOSING DATE: 30 June 2025

**MONEY ADVICE & BUDGETING SERVICE & MABS SUPPORT CLG**

The Money Advice and Budgeting Service (MABS) is a free, confidential and non-judgmental money advice and budgeting service for all members of the public. MABS works with people experiencing financial difficulties and serves a broad client base including budgeting advice to support people with personal debt issues ranging from mortgages to personal loans, credit card debt, catalogue debts, licensed moneylenders, utility arrears and hire purchase. MABS companies are registered as Approved Intermediaries under Personal Insolvency legislation and are the gateway to advice for people in mortgage arrears under the Abhaile programme. See [www.mabs.ie](http://www.mabs.ie) for more information.

The MABS service is provided by eight regional MABS companies operating from over 60 locations nationwide and a MABS national helpline on 0818 07 2000.

MABS is funded by the Citizens Information Board (CIB).

**MABS SUPPORT CLG**

MABS Support CLG is a separate entity, dedicated to the provision of supports to the MABS staff in the regional network of companies and providing specialist expertise in a range of areas including learning and professional development, expert technical advice on cases, polices, procedures and quality standards and publications.

MABS Support also works with its stakeholders (MABS Regions and CIB) in relation to data analysis, social policy and research and providing support to the MABS regions in Money Management Education (financial inclusion and prevention of over-indebtedness). Including the Business Manager, MABS Support currently has a team of 9.5 whole time equivalents.

### **Business Manager**

**Job Description**

**Purpose**

The Business Manager is primarily responsible for the delivery of a range of services to MABS companies nationwide including, learning and professional development, expert technical advice, policies, procedures, quality standards, publications, money management education, data analysis, and social policy and research. The services are delivered in collaboration with the MABS regional companies and the Citizens Information Board and in line with national strategies, targets and standards.

**Responsible to:**

The Board of Directors of MABS Support CLG and reporting to the Chairperson or other nominated director on a day-to-day basis.

**Main Duties:**

Strategy & Policy

* Develop a MABS Support strategy and annual business plan in conjunction with the Board and all stakeholders and collaborate with stakeholders to contribute to national strategies on MABS.
* Review, implement and update the Board and stakeholders regularly on strategies and business plans.

Services to MABS regional companies

* Ensure the efficient delivery of training to MABS staff nationally through online learning, induction, CPDs, accredited courses and in line with an agreed MABS Learning & Development strategy.
* Ensure expert delivery of technical advice on Money Advice casework, develop policies and procedures, quality standards and publications for MABS offices and website.
* Oversee the production of MABS social policy reports, research and submissions in collaboration with MABS Regional companies and CIB.
* Oversee the development of programmes for Money Management Education and for financial inclusion and the prevention of over-indebtedness.

Leadership & Management

* Lead, motivate and enable staff to carry out their responsibilities.
* Create and maintain a positive working environment among staff members, enhancing effective working relationships.
* Maximise contribution of the team toward implementation of plans.
* Delegate decision making and authority as appropriate.
* Manage the performance of staff, conduct performance and development reviews (PMDS) with direct reports and deal with underperformance in a timely and constructive manner.
* Identify and facilitate training needs of staff.
* Conduct regular staff meetings to keep staff informed and to hear views.
* Actively implement and support change management in the organisation, as required.

Corporate Governance, Finance & Risk

* With the Board, implement good corporate governance through the preparation of policies and monitoring compliance with charities governance code, funder agreements and all relevant legislation.
* Oversee the preparation of finance reports for the Board and funder including annual budgets, cash budget plans, monthly income & expenditure and monitor and report on the control of income and expenditure within budget levels.
* Cooperate with any internal or external audits of the company.
* Oversee premises and facilities development.
* Provide regular, timely and accurate management reports to the Board to ensure the Board can assess the performance of the organisation and make decisions.
* Prepare and maintain a risk policy and risk register for the company and work to minimise, manage and mitigate risks.
* Act as the Data Protection Officer for the company, ensuring compliance with data protection policies and legislation and ensure ICT systems are maintained and safeguarded.

Human Resource Management

* Ensure all staff and management abide by agreed Staff Handbook and HR policies and procedures, complying with all employment and health & safety legislation.
* Assist in the recruitment, selection and induction of MABS Support staff, as appropriate.
* Deal with any HR issues or industrial relations issues that may arise.
* Report to the Board or sub-committee on HR related matters.

Networking, Collaboration & Communication

* Develop positive working relationships with all stakeholders. Work closely with CIB and MABS Regions, meet regularly to co-ordinate activities and respond to needs.
* Contribute to national working groups and policy formulation, as appropriate.
* Represent and promote the company, attend and participate at conferences and seminars as required.
* Network with other national organisations and fora relevant to MABS and represent MABS nationally with Government Departments and State agencies.

General

Manage other projects or programmes, as may be assigned to MABS Support, from time to time.

**This is not an exhaustive list. You will undertake such additional duties as may be designated by the Board of Directors. Given the nature of the organisation, this role may be subject to change over time, a high degree of flexibility is expected.**

**Business Manager**

**Person Specification**

# Education Qualifications and Attainments

Hold a recognised third level qualification at a minimum of Level 8 on the National Framework of Qualifications in Debt Advice, Management, Finance, Law, Social Science or another relevant discipline.

# Essential knowledge and experience

* A minimum of five years’ experience in a relevant management position.
* A proven ability to deliver targeted/strategic objectives through planning, organisation and application of resources (including budgets).
* Knowledge and understanding of the financial services landscape in Ireland, consumer debt, financial inclusion, social policy, education and training.
* Financial management, decision making and analysis skills
* Experience in human resource management, staff supervision and support.
* Excellent verbal and written communication skills, including demonstrable experience in preparation, analysis and presentation of reports.
* Experience in project management.
* Networking skills including proven experience in building and maintaining relationships with key stakeholders.

# Desirable skills, abilities and experience

* Quality Standards and Quality Management.

**Business Manager**

**Required Competencies**

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| **C1**  Leadership & Human Resource Management Skills | * Confidently manages staff providing clear instruction and guidance, delegating wisely and encouraging ownership and responsibility for tasks. * Supports and supervises staff, conducting appraisals and addressing any performance issues as they arise. * Develops capability of others through feedback, coaching & creating opportunities for skills development. * Positively influences organisational culture, challenging norms and bringing about change when necessary. * Leads by example, inspiring team members to commit to organisational objectives. |
| **C2**  Effective Communication | * Presents information in a confident, logical and convincing manner verbally and in writing. * Listens to colleagues and stakeholders and identifies their needs. * Communicates ideas with clarity and inspiration and has excellent presentation and influencing skills. * Proven experience in networking, building and maintaining collaborative working relationships with internal and external stakeholders. |
| **C3**  Financial Management, Decision Making & Analysis Skills | * Understands financial planning, budgets and financial control in a publically funded organisation. * Researchs issues thoroughly, consulting appropriately and produces management, financial and other reports. * Understands complex issues quickly, accurately absorbing and evaluating data (including numerical data). * Uses judgement to make clear, timely and well-grounded decisions on important issues. * Considers the wider implications, agendas and sensitivities within decisions and the impact on a range of stakeholders. |
| **C4**  Management & Delivery of Results | * Actively contributes to the development of strategies, plans and policies. * Measures, monitors and reports on progress on organisational objectives and plans to key stakeholders. * Plans and prioritises work for the team in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances. * Looks critically at issues to see how things can be done better. * Identifies and takes opportunities to exploit new and innovative service delivery channels. * Effectively manages multiple projects. |
| **C5**  Specialist knowledge &  Self-Development | * Demonstrates knowledge of the financial services landscape in Ireland including the regulatory, policy and legislative environment relating to consumer debt and financial inclusion and shares this knowledge with others. * Is able to analyse and identify new developments in financial services and its relevance to the wider organisation. * Develops and maintains skills and expertise. * Learns from experience and takes the initiative to develop new skills through research, learning and training. |
| **C6**  Customer & Stakeholder Focus | * Understands the challenges of living on a low income and the reasons why debt can become a problem, ensures that the client is at the heart of own work. * Ensures quality and efficient customer service is central to the work of the organisation. * Understands and is tolerant of differing needs and viewpoints. * Determines strategic direction and long term outcomes to best meet customer’s and stakeholders’ evolving needs. |

**Business Manager**

**Terms and Conditions**

This is a permanent position, subject to satisfactory completion of a six-month probationary period. The period of probation may be extended at the discretion of the Board. The successful candidate will be available to work 35 hours per week (full time). There may be a requirement to work evenings and some unsocial hours from time-to-time.

**Salary:** Salary range of €63,501, €64,658, €66,078, €68,521, €70,973 (Max), €72,596 (LSI 1), €74,492 (LSI 2).

**Incremental Credit**: It is expected that all new entrants to MABS Support CLG will be appointed at point one of the salary scale. However, MABS Support CLG operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into MABS Support CLG. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment. The decision on whether or not to award an incremental credit is a decision made by the Board and is subject to the availability of funding.

**Pension:** A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary.

**Annual Leave:** 31 days per annum. This iscalculated on a pro rata basis for part year and part time.

**Full Terms and Conditions are contained in a MABS Support CLG Staff Handbook which is issued with and forms part of an employee contract with MABS Support CLG**

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**How to Apply**

* A relevant application form can be accessed at [www.mabs.ie](http://www.mabs.ie/)
* Applicants must meet the minimum criteria for the role set out in the person specification and possess all required competencies. Candidates will be shortlisted solely on the basis of information provided in their completed application form.
* Please email [chair.mabssupport@mabs.ie](mailto:patricia_mcfarlane@mabs.ie) if have any special requirements in relation to completing the application form and when submitting your completed application form.
* **Closing date:** 5pm on30 June 2025. Late and/or incomplete applications will not be accepted.
* Shortlisted applicants may be required to complete an assessment on the day of interview, which may be an IT or written skills test, case study and or presentation. However, you will be advised in advance.
* A panel of qualified candidates may be formed from which permanent, full-time Business Manager posts which arise in a specified period, up to a maximum of 12 months, will be filled.
* For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link:

<http://www.citizensinformationboard.ie/en/data_protection/mabs.html>

***MABS Support CLG is an equal opportunities employer.***