MONEY
ADVICE TRUST

BUSINESS DEBTLINE
NATIONAL DEBTLINE
WISER ADVISER

Frontend Developer Recruitment Pack

Money Advice Trust

June 2019

Contents

MONEY
ADVICE TRUST

BUSINESS DEBTLINE NATIONAL DEBTLINE WISER ADVISER

ADVICE YOU CAN TRUST

About us

The Money Advice Trust is a charity which helps people across the UK tackle their debts and manage their money with confidence. The Trust's main activities are providing free advice through National Debtline and Business Debtline; supporting advisers through Wiseradviser; providing training and consultancy to companies; and improving the UK's money and debt environment through policy, research and awareness raising campaigns. We work closely with a range of stakeholders from industry, the advice sector, government and regulators; partnership is at the heart of how we fulfil our mission. You can find out more about us by visiting www.moneyadvicetrust.org.

NATIONAL DEBTLINE

National Debtline provides free advice and resources to help people deal with their debts. Our service is available over the phone, through our website and via webchat. Run by the Money Advice Trust, National Debtline offers practical self-help – empowering people in debt to speak to creditors directly and put solutions in place to resolve their debt problems. Last year, (2018), we helped 98,890 people on the phone and a further 54,050 people through our webchat service. In addition there were 1,371,590 visits to the National Debtline website. 94% of our callers say they are clear on the next steps they need to take following our advice. National Debtline is completely free, confidential and independent. For more information, visit www.nationaldebtline.org.

BUSINESS DEBTLINE

Business Debtline provides free advice and resources to help people deal with their business finances and business debts. Our service is available over the phone, through our website and via webchat. Run by the Money Advice Trust, Business Debtline offers practical self-help – empowering people to speak to creditors directly, and put solutions in place to resolve their business finance and debt problems. Our debt advisers are experts and help thousands of people with their finances every year. Last year (2018), we helped over 34,490 small businesses and self-employed people by phone, and a further 16,880 people through our webchat service. In addition there were 338,540 visits to the Business Debtline website. 93% of callers say they are clear on the next steps they need to take following our advice. Business Debtline is the only free debt advice service for small businesses and the self-employed in the UK, and is completely confidential and independent. For more information, visit www.businessdebtline.org.

WISER ADVISER

Wiseradviser provides training and support, online and face-to-face, to advisers in free-to-client organisations across the UK. Last year, Wiseradviser provided over 10,730 training places to advisers in 820 free-to-client organisations across the UK. 95% of people who use our training find that it has helped them do their job. You can find out more by visiting www.wiseradviser.org.

A Living Wage Employer

The Money Advice Trust is proud to be a Living Wage employer, having been accredited in April 2015. This means that every member of staff in our organisation earns not just the minimum wage but the Living Wage. For more information visit www.livingwage.org.uk

A look to the future

Our overall aim is to help people across the UK to tackle their debts and manage their money with confidence. Our rolling annual plan focuses on how we will ‘help more people, more effectively’.

We are achieving this by realising the benefits of the recent investment the Trust has made in technology, building in-house capabilities to improve the services that we offer and in doing so, becoming more cost effective. Over the next three years, we will continue to grow the number of people we serve both directly through our advice services and indirectly via our support to advisers in the sector through Wiseradviser.

Our partnerships with the wider advice sector also enable us to move more clients to phone and online advice meaning we can support more people. This, together with the enhanced use of data will give us the evidence to better understand the indebted population and the causes and impact of debt, and demonstrate how we have successfully ‘helped more people, more effectively’.

Impact Report

Our Impact Report is a summary of our statistics showing how we have helped more people, more effectively through the Trust’s services.

Our values

Extensive work has been conducted involving our staff in developing our values. The outcome was three simple, but effective statements that describe our culture: Be Balanced; Be Supportive; Be Innovative. We are looking to recruit someone who reflects these values and who can help continue to embed these.

What our employees say

Scott, Business Debtline adviser

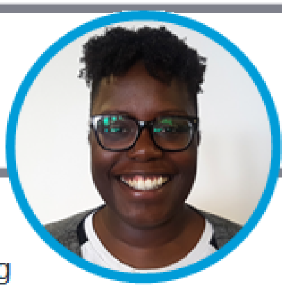
"The greatest compliment I have received from clients I have helped is them saying, "I have been able to sleep soundly again!" The job satisfaction and pride I have in my role is immeasurable. I'm proud that by the time clients have hung up they are clear on their next steps and to be part of an organisation that has a positive impact on individual lives, each and every call."

Dan, National Debtline adviser

"Before joining National Debtline I never realised how vulnerable people could be. But, I have also learned just how much people can be empowered to improve their situation. My favourite part of the job is when someone calls you believing there is no way out from their situation, then, over the course of the call you can feel their confidence increasing to the point where you know that going forward they are going to be able to take really positive, potentially life-changing steps."

Deborah, quality assurance manager

"I have been at the Trust for over 20 years and seen many changes in the debt advice sector during this time. Ensuring quality has always been a central part of our work. Last year we built on our approach to ensure the needs of the individual remain at the forefront and we improved how we identify people in vulnerable circumstances. Advisers receive bespoke training to improve how they encourage disclosure from the people we help so that we can adapt our support to their needs. This includes breaking down advice into manageable chunks and arranging call backs."



Regina, digital advice officer

"Having previously worked as an adviser I had a good understanding of debt advice clients. In our digital team we work hard to ensure that all of our website content covers what people need to know. Our user testing shows how people interact with our digital services and the feedback enables us to make changes that we know will benefit our clients."

Frontend Developer – Birmingham
Circa £35,000 per annum
Pension, generous annual leave and benefits

An opportunity has arisen for an experienced Frontend Developer to join the client experience team in Birmingham.

We provide free information advice and resources to help people successfully manage their finances. With demand for money advice consistently outstripping supply, finding more efficient ways of helping people is at the heart of our work.

Reporting to the Development and Projects Manager, we are looking for someone that has a minimum of 5 years hands-on frontend development experience and demonstrable experience in developing new applications and product features. You will help build and deliver a digital transformation working alongside internal stakeholders in an iterative development cycle.

You will be working as part of a small, collaborative and close-knit development team. You will be responsible for adapting existing web tools to meet changing business needs. You will build modules of a new client engagement system which will allow contact centre agents to capture client data and allow clients to engage directly through an online advice tool. You will work on challenging projects such as the development of a system to dynamically compile bespoke client correspondence.

You will have a passion for front end technology and the ability to build good relationships with business users and capture requirements accurately. You will be passionate about problem-solving and be prepared to research the best solution and approach even when this takes you outside of your comfort zone.

Experience in the following areas is essential:

- Experience with JavaScript; jQuery; and React/JSX
- Experience with styling using CSS; Bootstrap (library); FontAwesome; and Sass
- Business analysis and excellent communication skills

Experience in the following areas is desirable:

- Experience with SharePoint 2010/2013/2016 and SharePoint Online.
- Experience of Microsoft Dynamics.
- Experience of building APIs (VB/VB script; .NET 4; .NET Core).

To apply, please send a CV and covering letter to recruitment@moneyadvicetrust.org giving supporting evidence of how you meet the criteria for the role as outlined in the job description and person specification. To download a full recruitment pack which gives more information on the Trust, please visit our website at www.moneyadvicetrust.org. **The closing date for applications is Friday 21st June 2019.**

Unfortunately due to the expected volume of interest for this role, we will not be able to respond to each application. Therefore if you have not been contacted on the shortlist date, you have been unsuccessful on this occasion but we may keep your details on file for future roles that may be of interest.

Job Description

Job title: Frontend Developer
Reports to: Development and Projects Manager
Based at: Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham, B16 8TP
Special Conditions: Weekend work as required for which compensatory rest/TOIL at plain rate will be given in lieu of

Job purpose:

To work alongside other members of the development team, developing and maintaining the frontend of the Money Advice Trust's (MAT) digital web tools and websites. To provide input on the layout and coding of web tools and sites, and to provide on-going support and maintenance of all web based systems and their associated infrastructure.

To act as primary point of contact for design, layout, development, coding, implementation and testing of all MAT web tools and sites, in addition to providing on-going support and maintenance of all web based systems.

Key responsibilities and accountabilities:

1. To work alongside other members of the development team, developing and maintaining the Money Advice Trust's (MAT) digital web tools and websites. To provide input on the layout and coding of websites, and to provide on-going support and maintenance of all web based systems and their associated Infrastructure.
2. Reporting to the Development and Projects Manager, and working closely with suppliers, partners and internal business teams to ensure current and new development projects are delivered on time and meet requirements.
3. To act as primary point of contact for design, layout, development, coding, implementation and testing of all MAT web tools and sites, in addition to providing on-going support and maintenance of all web based systems.
4. Business analysis of project requests to understand requirements and solve user problems.
5. Diagnose and troubleshoot existing web based applications, sites and services.
6. Review existing web based systems to ensure they operate optimally and in accordance to MAT's expectations. Suggest improvements in line with this review.
7. Style applications using CSS; Bootstrap (library); FontAwesome; and Sass.
8. Design, develop, and test web-based solutions and online tools with JavaScript; jQuery; and React/JSX.
9. Create and maintain documentation for all appropriate systems and their solutions.
10. Contribute towards strategic decisions relating to software architecture.
11. Lead on the designing and building prototypes and mock-ups for mobile, desktop, native or web that offer a range of interfaces, interactions and UX/UI solutions.
12. Work with all appropriate stakeholders to define requirements, demonstrate solutions and ensure seamless delivery of projects.

13. Research development approaches based on an in-depth understanding of business needs. Deliver informative, well-organized presentations.
14. Input and contribute to IT and Digital Strategy and client experience team project and programme meetings.
15. Other duties as assigned or appropriate to the role.

Team Work

16. Proactive in working for solutions to business needs across the organisation
17. Proactive in sharing technical knowledge with other members of the team
18. Undertake research and self-development where possible, to ensure you maintain an up to date knowledge of the software and systems you and your colleagues support
19. Providing out of hours support due to the nature of role and in emergencies (subject to separate agreement)
20. Work alongside colleagues within the client experience and IT departments on support, development and project work where directed.
21. Work effectively and closely with external vendors and Internal IT Support and client experience team to ensure a smooth transition from development into the support team.

Working Conditions

22. Sitting for extended periods of time

Person Specification

Criteria	Criteria tested at		
	Application	Interview	Assessment
Qualifications – essential			
• Certification appropriate to the role OR equivalent training and experience.	X	X	
Knowledge & experience - essential			
• Minimum of 18 months in the development and support of web based business systems	X	X	
• SharePoint and SQL Server deployment, configuration and administration	X	X	
• Thorough understanding and excellent working knowledge of HTML, HTML5, CSS and CSS3	X	X	
• Good working knowledge of .NET, JavaScript and jQuery	X	X	
• Good working knowledge of structured programming e.g. asp.net, Java, Ajax, SQL etc	X	X	
• Working knowledge of FetchXML and SSRS	X	X	
• Significant knowledge of client server and internet systems architectures	X	X	
• Understands browser specific compatibility issues	X	X	
Skills & competencies			
• Ability to priorities and execute tasks in a high pressure environment with conflicting and varying timescales		X	
• Ability to build relationships and work effectively within a team		X	
• Good interpersonal and communication skills	X	X	
• Keen attention to detail	X	X	
Personal qualities			
• Self-motivated		X	
• Enthusiastic		X	
• Pro-active and take ownership		X	
• Customer focused		X	
• Creativity and imagination		X	
• Adaptable and able to pick up new techniques		X	
Commitment to the values of the Trust which are to:			
• Be Balanced			
• Be Supportive			
• Be Innovative			
An enthusiasm for the work of the Trust and the benefit it brings to clients			

How to apply

Please send your CV with a covering letter detailing how you meet the requirements of the job description and person specification to:

recruitment@moneyadvicetrust.org

or by post to:

Human Resources Department
Money Advice Trust
51-53 Hagley Road
Birmingham B16 8TP

The deadline for applications is **Friday 21st June 2019**

Unfortunately we are unable to respond to applicants who have not been shortlisted.

Recruitment Timetable

Shortlisting	-	W/C 24th June 2019
Interviews	-	W/C 1st July 2019

Terms and Conditions

Frontend Developer

Salary	Circa £35,000
Hours	35 hours per week. Flexible, however generally normal daily working times between 9.00 am – 5.00 pm Monday to Friday.

Benefits

Annual leave

- 26 days' annual leave per year plus public holidays.
- Option to purchase or sell up to two days' leave.
- Duvet days – up to 1 day per quarter may be taken as short notice holiday, out of the annual leave entitlement.

Group Personal Pension Scheme

You are eligible to join the MAT Group Personal Pension Scheme. The scheme requires an employee contribution, which will then attract an employer contribution as follows:

Year of Service	Employee pension contribution	Pension contribution from the Trust
1st year	3%	5%
2nd year	4%	5.5%
3rd year	5%	6%

(NB years two and three increases are optional – employer contributions are contingent on employees increasing their contribution).

Health and wellbeing

- At our Birmingham office – free onsite gym
- Eye Care – employees who habitually use visual display equipment (VDU) are entitled to a free eye test every two years, and for employees who require glasses specifically for VDU use are entitled to a voucher towards their glasses.
- Eligibility to join the BHSF (Birmingham Hospital Saturday Fund) health scheme. For a monthly fee dependent on the level of cover, employees may reclaim everyday health care costs such as dentist, optical and consultancy fees.
- Flu vaccinations – all employees are offered the opportunity to have an annual flu vaccination, provided by a trained nurse at the office premises.
- EAP scheme - employees and their families also have access to an external confidential support service available 24 hours a day, all year round. It offers advice on dealing with a variety of issues such as work, financial, family, marital and legal.

Family Friendly Benefits

- Enhanced Maternity Pay – The Trust tops up maternity pay to full pay for the first 13 weeks of maternity leave.
- Parental Leave (conditions apply)

Money Saving Initiatives

- Season Ticket Loan – employees can take advantage of buying an annual or half-yearly travel ticket through a season ticket loan which is repaid via equal deductions from salary.
- Each year during June, employees based in Birmingham have the opportunity to join the Car Parking Scheme. This is where Employees are able to purchase subsidised parking for the year, and the loan is then repaid via equal deductions from Employee's salary each month over twelve months
- Access to The Word, our Reward Portal, where you can obtain discounts on a wide range of high street shopping, holidays, days out and travel.

Life Insurance

- MAT offers a death in service benefit of four times annual salary payable to the employee's nominated beneficiary in the event of death.

Values Rewards

- Staff can nominate each other for awards for #livingourvalues through our recognition portal and each quarter an award is made to an employee for being balanced, supportive or innovative. Points can then be spent in our online catalogue.
- In addition to this points are also awarded for other initiatives such as long service or full attendance.