

Job Opportunity: CEDA Project Lead

citizens
advice

Derbyshire
Districts

Hours: Full-time (37 hours per week – some flexible working)

Location: Ilkeston, Matlock or Chesterfield (hybrid mix of home and office working)

Contract: Permanent

Salary: £35,000 - 37,000 per annum

Do you have the experience and leadership skills to manage a top performing telephone team delivering high quality debt advice?

About the Role:

We are looking for an **experienced** and **highly motivated** individual to lead our new national telephone based Consumer Energy Debt Advice (CEDA) service. In this role you will oversee day-to-day operations, ensure service delivery meets contractual KPIs, and provide **line management** and **expert technical supervision** to your staff. You'll work closely with internal teams and external partners to ensure that clients receive accurate, empathetic, and effective debt advice in line with the **MaPS standards**.

Who we are looking for:

The ideal candidate will be an experienced and knowledgeable debt advice professional with **at least two years' experience** delivering **FCA-regulated** money advice. You will have previously worked as a technical supervisor or project manager within a debt advice setting and bring a strong track record of providing **high -quality advice** services. Your **performance management** skills will be well developed, with a clear ability to lead teams in meeting key project targets and KPIs. You'll have a solid understanding of the **MaPS standards**, along with excellent written and verbal communication skills. A **non-judgemental** and **inclusive** approach to leadership and communication is essential.

In addition, it would be beneficial if you have strong **IT** and **digital skills**, including the ability to pick up new systems quickly. Experience in **mentoring** or **training** staff in line with the Money Advice Learning Plan, as well as previous experience in managing or supervising a **high-volume call centre** environment would also be advantageous.

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

What we offer:

We're proud to offer a comprehensive benefits package that supports your wellbeing, work-life balance, and professional growth:

- **Generous annual leave:** 35 days per year (pro rata), including bank holidays
- **Buy/sell leave scheme:** Flexibility to buy or sell up to one week of leave each year (pro rata)
- **Employee Assistance Programme:** Includes wellbeing support, free counselling, and lifestyle perks
- **Contractual sick pay:** depended on length of service
- **Long service rewards:** Extra leave and gift cards after five years of service and beyond
- **Workplace pension:** Auto-enrolment into our pension scheme
- **Hybrid working:** the option to work from home, if it works for you and for us

Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check.

To view and download the recruitment pack visit:

www.citizensadvice.derbyshiredistricts.org.uk/get-involved/vacancies/

Please complete and return the application form with your CV and covering letter to hr@ddcab.org.uk

Closing date: When a suitable candidate is found

Job title: CEDA Project Lead (Performance and Quality)

Reports to: Senior Operations Manager

Responsible for:

CEDA project staff, including Technical Supervisors, Advisers, and Administrative/Support staff



Role Context:

This role oversees the performance and quality delivery of the Consumer Energy Debt Advice (CEDA) project - a new, national telephone-based service providing high-quality debt advice in accordance with MaPS standards. The role also supports the development of project staff and works closely with the Senior Operations Manager to manage relationships with key stakeholders and develop the project in line with the funder's requirements.

Responsible for:

CEDA project staff, including Technical Supervisors, Advisers, and Administrative/Support staff

Main Duties and Responsibilities

Service Delivery & Performance:

- Lead the day-to-day operations of the Consumer Energy Debt Advice (CEDA) service, ensuring consistent delivery of high-quality, FCA-regulated telephone advice.
- Monitor and manage service performance to meet or exceed contractual KPIs and quality standards, including those set by MaPS.
- Ensure effective processes are in place to maintain high client satisfaction and service efficiency.

Team Leadership & Line Management

- Provide line management to Technical Supervisors, Advisers, and Administrative/Support staff.
- Conduct regular performance reviews, one-to-ones, and support professional development plans for all direct reports.
- Promote a supportive and inclusive team environment that fosters continuous improvement and learning.

Technical Supervision & Quality Assurance

- Deliver expert technical supervision in line with MaPS standards and FCA requirements, ensuring accurate, empathetic, and compliant advice is consistently provided.
- Support the implementation of the Money Advice Learning Plan through mentoring, coaching, and identifying training needs.

Stakeholder Management & Collaboration

- Work closely with the Senior Operations Manager to manage relationships with internal teams, external delivery partners, and key stakeholders.
- Contribute to reporting and communication with funders and partners as required.

Continuous Improvement

- Identify areas for service improvement and innovation, including the use of digital tools and systems.
- Ensure that all staff are supported in using relevant IT systems effectively and efficiently.

Person Specification - Essential

Experience & Knowledge

- Minimum of two years' experience delivering FCA-regulated debt advice.
- Experience in a supervisory or project management role within a debt advice setting.
- Strong understanding of MaPS quality standards and regulatory requirements.
- Proven track record of achieving targets and maintaining service quality in a high-pressure environment.

Skills & Abilities

- Excellent leadership and team management skills, with the ability to motivate and develop staff.
- Strong performance management skills, including setting objectives and conducting reviews.
- High-level communication skills, both written and verbal.
- Excellent technical debt advice knowledge with the ability to deliver accurate guidance and support to colleagues.
- Ability to work collaboratively across teams and with external stakeholders.
- Inclusive, non-judgemental, and client-centred approach to service delivery and staff management.

Person Specification - Desirable:

- Experience managing or supervising a high-volume call centre or advice line.
- Familiarity with delivering training or mentoring in line with the Money Advice Learning Plan.
- Strong digital and IT skills, including the ability to learn and adopt new systems quickly.

This job description is not exhaustive or exclusive. It is intended as an outline of the areas of activity and will be amended considering the changing needs of the organisation.

Application form



Please add your covering letter here, insert or attach a copy of your CV and return to hr@ddcab.org.uk.

Name:	
Email:	
Address:	
Post Code:	
Phone:	

Vacancy:	
Office Base:	

What makes you a good candidate for this vacancy?

Please use the job description and person specification, to briefly explain how your skills, strength and experience meet the requirements for this vacancy.

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References:

Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the post applied for. References will only be taken up for successful candidates following interview.

Referee 1

Name

Organisation

Address

Postcode

Telephone

Email

In which context does this referee know you?

Referee 2

Name

Organisation

Address

Postcode

Telephone

Email

In which context does this referee know you?

Entitlement to work in the UK

To take up this post you must have the right to work in the UK. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Do you have an entitlement to work in the UK?	Yes	No

Criminal Convictions

The successful candidate will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of your offence. More information can be found in the information pack. Please get in touch to see our policy on criminal background checks.

Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?	Yes	No

If yes, please provide details of the offence and the date of conviction:

Declaration

Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Derbyshire Districts, and if appointed, for the purposes of employment at Citizens Advice Derbyshire Districts.

I confirm that to the best of my knowledge, the information I have provided in the recruitment process is true and correct. I understand that if appointed on the basis of false information, I may be summarily dismissed.

Signed:

Date:

Confidential diversity monitoring form :

Please note this section will be detached before sending your application to the recruitment panel for shortlisting. The panel will not see this information and it will not affect your application.

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below

Data protection overview

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor the diversity of our applicants. The information you give us will be kept securely, won't be shared outside the service and is confidential. It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes. If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.

How did you hear about this opportunity? Please include details below:

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Age - Which age bracket do you fit into? Put a cross in the relevant box.

Under 25	
25 - 34	
35 - 44	
45 - 54	
55 - 64	
65 and over	
Prefer not to say	

Gender - What best describes your gender? Put a cross in the relevant box or write in a preferred term.

Female	
Male	
I prefer to use another term – please write in.....	
Prefer not to say	

Gender identity - Do you identify as *Trans?

Yes	
No	
Prefer not to say	

*Trans is an umbrella term to describe people whose identity is not the same as the sex they were assigned at birth. People under the trans umbrella may describe themselves using one or more of a wide variety of terms – including transgender.

Sexual orientation - What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

Bisexual	
Gay Man	
Gay Woman/Lesbian	
Heterosexual/Straight	
I prefer to use another term – please write in.....	
Prefer not to say	

Disability - Do you consider yourself to be a disabled person or do you have a long term health condition?

Yes	
No	
Prefer not to say	

Neurodiversity - Do you consider yourself to be neurodiverse?*

Yes	
No	
Prefer not to say	

*Neurodiverse is an umbrella term to describe a number of neurodevelopmental conditions including ADHD, autism, dyslexia, dyspraxia, dyscalculia and dysgraphia.

The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Religion or belief

Which group below do you most identify with? Put a cross in the relevant box.

Buddhist	
Christian (including all denominations)	
Hindu	
Jewish	
Muslim	
No religion	
Sikh	
Any other religion or belief – please write in.....	

Ethnic origin

How would you describe yourself? Choose **one** section and put a cross in the relevant box within it or write in other.

Asian/Asian British	Bangladeshi	
	Chinese	
	Indian	
	Pakistani	
	Any other Asian Background Please write in.....	
Black/African/ Caribbean/Black British	African	
	Caribbean	
	Any other Black/African/Caribbean background Please write in.....	
Mixed/multiple ethnic groups	White & Asian	
	White & Black African	
	White & Black Caribbean	
	Any other mixed/multiple ethnic background Please write in.....	
White	British/English/Northern Irish/Scottish/Welsh	
	Gypsy or Traveller	
	Irish	
	Any other White background Please write in.....	
Other ethnic group	Arab	
	Other ethnic origin Please write in.....	
Prefer not to say		

Thank you for your co-operation.