



Candidate Pack



London Manager

Reports to: Area Manager, London and East

Location: Contracted to our London Hub with significant in-area travel to be expected.

Duration: Permanent, Full Time.

Salary: £35,000 - £38,765 dependent on skills and experience.

- 1. Letter from CEO**
A personal message from our Chief Executive Officer.
- 2. Who are MyBnk?**
An introduction to our organisation, its mission, and values.
- 3. Our Programme**
A quick guide of our suite of programmes.
- 4. Impact and Delivery**
A overview of our impact during 2023/24.
- 5. Your Team**
A view of the team your role will sit within.
- 6. Equality, Diversity & Inclusion**
Our commitment to fostering and inclusive workplace.
- 7. Overall Purpose of the Role**
Understand the broader objectives and significance of your position.
- 8-9. Key Responsibilities**
The main duties and expectations associated with your role.
- 10. Person Specification**
The skills, qualities, and attributes expected from team members.
- 12. Benefits**
An overview of the benefits package.
- 13. How to Apply**
Step by step guide on the application process and what to expect.

Letter from our CEO

Dear Candidate,

Thank you so much for your interest in MyBnk.

MyBnk is a financial education charity dedicated to creating a financially fluent population. We believe that financial literacy should be considered a right for all because the language of money is the language of life.

Everyone needs to be able to manage their money. Yet almost two-thirds of young adults do not recall receiving a financial education at all, and 53 per cent are worried that they will never be financially secure. Poor financial literacy is central to many problems people face today, including rising mental health issues, homelessness and unemployment.

MyBnk aims to bridge this gap, working with over 40,000 young people and adults across the UK every year, delivering expert-led, high-impact financial education programmes on topics such as saving, debt and student finance. We want to bring the language of finance to life so that everyone can navigate their money with confidence, no matter where they started.

We have four Directorates that support the organisation:

- Programme and Delivery Directorate
- Fundraising and Communications Directorate
- Finance and Operations Directorate
- People & Culture Directorate

You will be joining a great team of people who are motivated to help level the playing field for young people and adults. We encourage people of all backgrounds to apply for roles at MyBnk, and have a staff led Equality, Diversity and Inclusion committee which you will be most welcome to join.

MyBnk is a growing organisation; in every sense of the word and the future for us is set to be very exciting and promising – we need your help to shape it.

If there are any adaptations that need to be made to ensure the interview process is accessible for you, then please let us know.

Good luck with your application and I look forward to meeting you!

Leon Ward.





Who are MyBnk?

We are a dynamic team dedicated to empowering people with the skills, knowledge, and confidence to take control of their financial futures and thrive. Through engaging and impactful financial education programmes, we equip individuals with essential money management skills - from budgeting and saving to investing.

At MyBnk, our strength lies in our people. Across the UK, from all four nations, our team is united by a shared passion for financial inclusion. Whether you're based in England, Scotland, Wales, or Northern Ireland, you'll be part of a creative, forward-thinking group that values innovation, inclusivity, and collaboration.

If you want to join a team where you can make a meaningful difference, while growing personally and professionally, MyBnk could be the perfect place for you.

Our Vision:

A financially fluent population.

Our Mission:

We bring the language of finance to life so that everyone can navigate their money with confidence, no matter where they start.

Our Programmes

School aged children and young people

Primary



Secondary



16- 18 year olds



Our expert-led school age programmes aim to build financial capability at key transitional moments, addressing mindsets, attitudes and behaviours to help young people form an understanding of the wider world of money.

Young adults



Our expert-led programmes aim to give adults in vulnerable circumstances 'survival' money skills and knowledge that they can implement immediately in their transition into independent living

Impact & Delivery

52,960

young people supported through our financial education programmes in 2023/24 (43% increase from 2022/23).



12,295
delivery hours



519
organisations
partnered with



2,512
money management
accreditations

Our work across the UK

MyBnk continues to expand nationally, reaching people in all four UK nations.

Learn more about our work and our impact in our 2023-24 Impact Report:

3



The London Team

Area Manager,
London & East

London Manager

Lead Programme Trainer

Programme Trainer x 4

Programme Assistant x 2

Freelance Programme
Trainers

Equality, Diversity & Inclusion

MyBnk is dedicated to building an inclusive culture and working environment that promotes a sense of safety and belonging for our staff to feel supported to achieve their potential. We know there is further to go.

In 2020, MyBnk established an Anti-Racism Committee, which worked with the wider MyBnk team to present companywide actions and recommendations to ensure that we are listening, learning and constantly evolving to root out and tackle racism in all its forms. In 2022, we created a staff-led Equality, Diversity and Inclusivity committee to continue and build on this work.

We know that having an inclusive environment with diverse perspectives is essential in robust decision making, so we're inclusive in how we engage our staff, supporters, volunteers and young people when making decisions.

We want to ensure that our staff represent the young people they support so they can provide meaningful, authentic education opportunities. We therefore encourage applications from all backgrounds, particularly those with lived experience of disadvantage.

Our Values:

- 1. Young at heart, serious in intent.**
- 2. Stories are the best means of education.**
- 3. We live in the real world.**



Overall purpose of the role:

As part of our Programmes and Delivery Directorate, our location managers are responsible for the delivery of our programmes in that area and for building sustainable growth of MyBnk in their patch, and sometimes, in the surrounding areas.

You will be leading an excellent team of delivery staff who are already working across the area. We are really proud of the quality of trainers we hire at MyBnk; we have a good mix of people including former primary and secondary teachers and youth workers. You will have oversight of delivery functions in your area including implementation of training, quality and accreditation processes. Where we have estates, you will have oversight of all compliance elements and driving best practices.

You will be responsible for developing and delivering strategy for your area; ensuring continued growth that is worthwhile, strategic and sustainable. You will drive MyBnk's presence and reputation as the go-to provider of financial education in the area. Naturally, you will also need to work across MyBnk and you are not expected to do everything alone; you will be able to call upon others at MyBnk to support you in delivering that strategy.



Key responsibilities:

External relations:

- Establish MyBnk as the go-to provider for financial education in your area.
- Build networks that will provide MyBnk with a range of opportunities in:
 - Building referrals for programme participants.
 - Building local influence with key stakeholders (working with our policy team).
- Support local fundraising (working with our fundraising team).
- Be the best ambassador for our work to all external stakeholders including young people, delivery partners, politicians, funders, the press, the wider education community, local authorities etc.

Programme delivery:

- Line manage your area's delivery trainers creating a happy, efficient and productive team.
- Oversee the implementation of all MyBnk delivery standards in your area, including quality, training, evaluation and accreditation processes.
- Deliver MyBnk's suite of programmes in a variety of settings to support the delivery of our business plan and the Programmes and Delivery Directorates Delivery Plan.

Programme development:

- Take ownership of programme adaptation and development projects considering the differing needs of delivery across the country and allowing diversity of thought to thrive.
- Support MyBnk in innovating new programme areas that help deliver our mission.
- Use your insight and experience to help support changes to our current programmes in a structured and thoughtful way.
- Support MyBnk in engaging with young people to help develop our programmes as we move the organisation into a co-creation mindset.

This job description is non-exhaustive and is subject to regular review with the post holder and is subject to amendments in line with the needs of MyBnk.

Working across MyBnk

- Work with colleagues across the country as we continue to develop and grow the organisation.
- Contribute to areas of the organisation that are 'outside' your immediate focus acting as trusted counsel to those in roles or teams that are different to yours.
- Embed yourself into the organisation – recognising that our strategy and business plan are yours to deliver and that our culture is shaped with you and by you.
- Comply with all MyBnk management processes – helping us to help you do the best job you can.
- Support the work surrounding our Board of Trustees.
- To build highly productive relationships with influential people, both internal and external, and negotiated effectively to achieve positive outcomes that support fundraising activities.

As with all roles at MyBnk this job description outlines the key responsibilities, requirements, and attitudes of the role. It is not an exhaustive list of tasks that need to be completed and MyBnk reserves the right to amend the job description as both the role and the organisation evolve.

Naturally, the nature of our work means there will occasionally be a need to work outside of our core hours for which TOIL will be provided.



Person specification

You do not need to be an expert in financial education. We will provide all the training you need. There are also opportunities to undertake formal accredited training.

Education and qualifications

- Qualifications or training in community relations, people management, teaching and learning are desirable but not essential.

Experience

- Experience of launching and/or growing a programme and/or organisation in an area.
- Demonstrable experience of effectively leading teams of staff.
- Demonstrable experience of delivering education, training and/or other outreach work.
- Demonstrable experience of working with young people and/or adults including at-risk or vulnerable adults.
- Demonstrate a high level of understanding of issues affecting diverse young people.
- Demonstrable experience of your own commitment to learning and development.



Person specification

Knowledge, skills and abilities

- Leadership and Team Management – demonstrable ability to successfully lead, guide, and develop teams to deliver timely high-quality outcomes.
- A confident and robust management style that effectively balances the needs of your team with the needs of the organisation
- Able to work independently and autonomously within the boundaries set by MyBnk and your manager.
- Knowledge and networks in your area that mean you can hit the ground running.
- A skilled networker who has an eye for opportunities – spotting areas of potential growth for MyBnk
- Demonstrable experience in delivering project work collaboratively, in a timely manner, and to a high standard
- A confident and engaging delivery style.
- Ability to adapt your delivery style to a range of contexts.
- An understanding of the UK formal and/or informal educational landscape.
- An understanding of the local area in which you live and work.



Person specification



Personal attributes

- An open, inclusive and high-standard leader who is strategically minded.
- Possesses the ability to manage relationships effectively and create an inclusive working environment.
- Is strategic and analytical with the ability to align team efforts with broader organisational goals.
- A commitment to accountability for the team's outcomes that encourages responsibility within the team.
- Has the ability to make informed, data-driven and evidence-based decisions that contribute to the organisation's goals.
- Demonstrates accountability for the team's outcomes and encourages responsibility within the team.
- Possesses clear and concise communication skills, with the ability to adapt messaging to different audiences across the organisation.
- Understanding and commitment to equity, equality, diversity and inclusion.
- A commitment to MyBnk's vision, mission, values and ways of working that reflect these.
- A keen interest in continuous learning and professional development.



Benefits



-  **25 days per year annual leave, pro rata full time equivalent (plus bank holidays and Christmas break closure).**
-  **Flexible working policy.**
-  **Income protection insurance.**
-  **Death in service insurance.**
-  **Cash Health plan.**
-  **Annual training allowance.**
-  **Enhanced maternity, paternity and adoption leave and pay.**
-  **Pension scheme.**
-  **Season ticket loans.**
-  **Cycle to work scheme.**
-  **Mental Health support, access to counsellors and in-house mental health first aiders.**



How to apply

Deadline

The closing date for this role is: **Sunday 23rd February at 23:59.**

Important dates:

First round interviews (online) will be on **Tuesday 4th and Wednesday 5th March.**

Second round interviews (in person) will be on **Thursday 13th March.**

As part of the selection process, we will be asking final stage candidates to complete an online emotional intelligence assessment instrument, the Emotional Quotient Inventory (EQ-i).

To apply for this role please:

1. Click [here](#) to access our vacancies site;
2. Enter your details and submit a **CV** and **supporting statement** that outlines how you meet the criteria for the role and your interest in MyBnk.

To view the information session we held about the role with the hiring manager, Madeleine Marcateus, [click here to watch the webinar.](#)

If you require any adjustments throughout the recruitment process, please contact MyBnk HR at jobs@mybnk.org

If you have any other questions about the application process, please contact MyBnk HR at jobs@mybnk.org





Address: 3 Bath Place, London, EC2A 3DR Phone number: 020 3581 9920 Email: info@mybnk.org Web: mybnk.org MyBnk is a company limited by guarantee (No. 6215005) and a registered charity (No. 1123791) - SC050175 in Scotland