

## **Job Description**

Job Title: -	Advice Service Manager
Location: -	Harrow
Salary: -	£31,496 Full-time
Hours per week:	5 Days – Monday to Friday with some evening and weekend cover
Type of contract:	Permanent Full-time
Closing date:	

## **Context of the Role:**

Citizens Advice Harrow are looking for a dynamic, driven and highly motivated individual to work as part of our diverse and well respected charity. To be successful in this role, you need to be confident and willing to try new things. You will have an outstanding knowledge of the Citizens Advice network and be confident in running a busy advice service. We are looking to recruit an experienced Advice Service Manager who is able to lead the advice team in providing high quality advice and information, across our advice locations and diverse delivery channels.

The role will involve ongoing review of all of our existing service delivery routines with a view to increasing efficiency, coordination and integration of all parts of the service, as well as maintaining the exceptionally high quality of our advice.

## **Role purpose:**

- To ensure the smooth, efficient running and high quality of the core and outreach advice service at Citizens Advice Harrow including the overall management of advice staff and volunteers.
- To ensure that Citizens Advice Harrow fulfils its responsibilities with regards to research and campaigns, to manage all local research and campaigns activities.
- To assist the Chief Executive Officer with the smooth and efficient running of the day to day operation of the organisation.
- To work with the Chief Executive to ensure that any new projects are sufficiently achievable without detracting from the core service.
- To manage the service delivery of any projects additional to the core advice service as required.

## **Role specific responsibilities:-**

### **1. Service delivery**

- Ensure service delivery and adequate cover from available staff and volunteers
- Supervise the work of designated staff and volunteers to ensure that standards meet Citizens Advice requirements
- Maintain and develop standards of service delivery across the service
- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups, different geographical and demographical areas
- Monitor the quality of advice given to clients and provide constructive feedback
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
- Ensure remedial and developmental issues are identified and acted on to develop individuals to improve the quality of advice at all times
- Provide appropriate level of support and supervision to individuals depending on their competencies
- Keep technical knowledge up-to-date and provide technical support to advisers and /or caseworkers
- Assist and advise the CEO on compliance with the Citizens Advice membership scheme and Financial Conduct Authority requirements
- Investigate and handle complaints in accordance with Citizens Advice and Financial Conduct Authority requirements

### **2. Staff & Volunteer management**

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff and volunteers can do their best
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Ensure the effective performance management and development of staff & volunteers through regular supervision sessions, the appraisal process and development plans
- Participate in recruitment and selection activities as delegated
- In accordance with Citizens Advice and service procedures assist the CEO in implementing employment policies and procedures
- Encourage good teamwork and lines of communication between all members of staff and volunteers
- Attend regular meetings of the management team
- Attend regular meetings of all paid and unpaid staff

### **3. Planning and development**

- Monitor, assess and/or implement the development plan and training plan as required
- Advise the CEO on staffing and service delivery issues
- Co-ordinate activities, procedures and systems so as to promote common

policies and/or practices within service delivery areas

- Implement IT and other resource strategies within Citizens Advice guidelines
- Participate in bureau initiatives as appropriate and contribute to the work of associated committees and working parties
- Support the strategic development of the bureau to ensure its management and services to clients reflect and support the Citizens Advice service's equality and diversity strategy
- Ensure compliance with quality and statutory standards which requires maintaining a working knowledge of current local and national legislation qualities and key areas of advice

#### **4. Research and Campaigns**

- Lead on the development of research and campaigns. Instigate relevant systems and procedures to ensure that our clients have their voice heard at a local and national level.
- Manage and lead a team of research and campaigns volunteers to conduct in-depth research on local and national social policy issues. Lead campaigns for change for the benefit of our clients and community.
- To regularly liaise with appropriate departments of the local council, DWP other statutory agencies as required.
- Monitor Citizens Advice's and other publications and newsletters
- Monitor trends in enquiries to identify potential local issues
- Communicate with people outside the Citizens Advice service involved in social policy work including: other groups and organisations in the locality and key local agencies.
- Produce, develop and manage a research and campaigns plan and report on progress.
- Involve advisers in research and campaigns co-ordination and other social policy activities.
- Ensure the outcomes of local research and campaigns work including engagement in national campaigns are reported to Citizens Advice.
- Ensure all staff and volunteers are aware of current issues and priorities for evidence collection.
- Identify evidence needed to support national or local research and campaigns action.
- Collect and analyse qualitative and quantitative evidence from a range of sources including surveys.
- Produce reports, briefings, consultation responses, calls for evidence.
- Ensure that the bureau's research and campaigning work is reflected in its website and print publications.
- Respond to consultations undertaken by local agencies such as local authorities and health bodies.
- Inform managers and colleagues about national or regional campaigns, surveys etc.

#### **5. Administration**

- Oversee and monitor effective and efficient administrative systems

- Monitor an effective health and safety policy with regard to staff, equipment and premises within statutory requirements

**6. Learning and development**

- Identify and implement own learning and development needs
- Identify the learning and development needs of designated staff through support and supervision. Contribute towards the bureau's workforce development plan
- Contribute to learning and development activities in conjunction, as appropriate, with the chief officer and /or training supervisor

**7. Trustee Board**

- Attend meetings of the Trustee Board as required
- Contribute to the preparation of the annual report

**8. Other duties and responsibilities**

- Promote the aims, policies and membership requirements of the Citizens Advice service
- Ensure the work reflects and supports Citizens Advice services equality and diversity strategy
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service. Provide effective and efficient support to the CEO as and when required.

**9. Health and Safety**

- Ensure safe and efficient delivery of service by achieving high standards of health and safety and reducing risks.

**10. Harrow CAB commitment to equality of opportunity**

- Deliver Citizens Advice Harrow commitment to equality of opportunity both in the provision of services and as an employer promote equality in the work place and the services Citizens Advice Harrow delivers.

**Person Specification**

<b>Knowledge and Experience</b>	A minimum of two years of exceptional experience of managing and/or supervising within a Citizens Advice service.	<b>E</b>	<b>A I</b>
	Proven ability to manage people including the ability to develop and motivate staff and volunteers	<b>E</b>	<b>A I</b>
	Knowledge of current advice guidelines and legislation including the Citizens Advice Performance Quality Framework	<b>E</b>	<b>A I</b>

	Proven track record of monitoring and evaluating outputs and outcomes	E	AI
	Ability to monitor and maintain casework systems and procedures	E	AI
	Relevant and recent experience of managing a team of volunteers	E	A
	Working in partnership with other organisations	D	A
	Knowledge of the work of Citizens Advice and the role that the charity plays within Harrow	D	A
<b>Qualifications &amp; Training</b>	Ability to meet Citizens Advice competence requirements for an advice service session supervisor and generalist adviser	E	A
	People or organisational management training	D	A
<b>Skills &amp; Abilities</b>	Proven ability of monitoring and maintaining service delivery against agreed targets	E	AI
	Ability to communicate effectively verbally and in writing	E	AI
	Excellent co-ordination and organisational skills	E	AI
	Ability to analyse and interpret complex information. Produce and present clear reports verbally and in writing	E	AI
	Ability to monitor, analyse statistics and to check accuracy of calculations	E	AI
	Ability to work with a variety of organisations, to earn and maintain the trust of those people with whom the organisation deals	E	AI
	Ability to motivate a team of volunteers	E	AI
	Effective problem-solving and decision-making skills	E	AI
	Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others. and take decisions in the day to day running of a busy service area	E	A
	<b>Personal Qualities &amp; Attributes</b>	High levels of enthusiasm, self-motivation and a self-managing 'can do' attitude	E
High levels of determination and willingness to take on new challenges and responsibilities		E	AI
Effective team leader and team player		E	AI
Willing to challenge stereotyping, prejudice, discrimination		E	AI

	and bias		
<b>Other Requirements</b>	Happy and able to travel between and work in both outreach offices.	<b>E</b>	<b>A</b>
	Willing to carry out any additional work, challenges and responsibilities relevant to the role	<b>E</b>	<b>A</b>

**E** = Essential  
**D** = Desirable  
**A** = Application  
**I** = Interview