

# Advice Services Manager Job Pack

Thanks for your interest in working at Citizens Advice Bucks. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Overview of Citizens Advice Bucks
- The role profile and personal specification
- Terms and conditions
- What we give our staff

## Want to chat about this role?

If you want to chat about the role further, you can contact Craig by contacting [Craig.Glynn@cabucks.org.uk](mailto:Craig.Glynn@cabucks.org.uk)

## About Citizens Advice Bucks:

As of April 2021, Citizens Advice Chiltern, Aylesbury Vale and High Wycombe came together to form Citizens Advice Bucks, an independent and volunteer-based charity which provides a free and accessible advice and information service to clients across Buckinghamshire.

We can all face problems that seem complicated or intimidating. At Citizens Advice Bucks we believe no one should have to face these problems without good quality, free, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

You will be joining a supportive team of over 50 staff and around 100 volunteers all determined to do our best for our clients. Our core values are that we are client-centred, friendly, kind, professional and that we respect our clients, ourselves and each other.

Citizens Advice Bucks is an equal opportunities employer. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.



## The role

- To work with the Head of Services and independently, to ensure the smooth, efficient running & high quality of the core advice service, including the overall management of advice staff and volunteers.
- To support the service delivery of any projects additional to the core advice service as required.
- Promote best practice across the offices in the county with an engaged attitude, taking account of practical changes for service delivery.



## Role profile

### Staff Management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Lead and encourage good teamwork and lines of communication between all members of staff both in office and remotely.
- Ensure the effective performance management and development of staff and volunteers through the appraisal process and learning and development
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Identify the learning and development needs of staff through support and supervision and contribute towards the organisation's learning and development plan and help organise relevant training activities with the central training team

### Service Delivery

- Supervise the work of designated staff to ensure that standards meet Citizens Advice and funder requirements
- Ensure service delivery based on available resource pool of staff and volunteers
- Identify opportunities for service improvement and implement service change to improve service delivery including Arranging regular Supervisor meetings to

develop and promote common practices and procedures, to address staffing and resource issues, to delegate, monitor and evaluate workloads

- Monitor the quality of advice given to clients and maintain and develop standards of service delivery
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control

## Planning and Development

- Monitor and evaluate activities appropriate to the role and contribute to the organisation's planning process by providing regular reports and feedback on implementation in areas of responsibility working with others as necessary.
- Collate, summarise and analyse client data in order to make recommendations on the modification of service delivery and to support reporting to the Trustee Board.

## Discrimination

- Identify if there is any question of discrimination and be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

## Research and campaigns

- Identify research and campaigns issues and assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

## Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.

## Other

- Support the aim and principles of the Citizens Advice service and its equity and diversity policies
- Perform any other tasks commensurate with the role, as directed by a Senior Manager.



# Person specification

1. Proven ability of monitoring and maintaining service delivery against agreed targets and of managing service improvement, particularly across multiple offices – area management experience is desirable.

2. The ability to plan and schedule resources, and take decisions about resource deployment in the day to day running of a busy service area.
3. Proven ability to manage and motivate people, including the ability to recruit, develop and motivate staff and volunteers in office and remote settings.
4. Lead and engage on team building, contributing developing the culture of the organisation, setting a standard for engagement in day-to-day activities as well as fostering wellbeing amongst staff & volunteers.
5. Ability to manage the implementation of change in the service delivery organisation whilst supporting day to day operations.
6. Ability to monitor and maintain casebook systems and procedures.
7. Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing.
8. Ability to ensure best use of IT systems and packages in the provision of advice services, in some cases to audiences less comfortable with IT.
9. Ability to monitor and analyse statistics
10. Proven ability to manage, and work, within a large team, collaboratively working with others across the organisation to share resources to improve client outcomes.



## Terms and conditions

**Job Title:** Advice Services Manager

**Location:** Flexible

**Hours:** 28 hrs/week

**Salary:** £31,000 pro rata

**Duration:** Permanent

**Closing date:** Assessment and interview dates will be arranged as applications are received, and we reserve the right to close the role early if the right candidate is found.



## What we give our staff

- Employer Pension Contribution.
- A company that is committed to its employees, valuing their knowledge, creativity and flexibility.
- Ongoing personal training and development.
- The chance to work with amazing people and a nationally recognised

charity.

- 25 days leave (plus statutory bank holidays) pro rata per year
- Contractual Sick Pay policy (Once probation period is passed)
- Travel expenses paid when working away from your “base office”.
- All and more outlined in our staff handbook.

## How to apply

Please send your CV and covering letter detailing your experience using the Person Specification to [admin@cabucks.org.uk](mailto:admin@cabucks.org.uk)

