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Job description

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| **Role Title** | Head of Advice Services |
| **Reporting To** | CEO |
| **Location** | Walton on Thames |
| **Hours** | 28 hours |
| **Contract type** | Permanent |
| **Salary** | £38,000 (FTE) pro rata for 28 hours per week £29,500 |
| **Role Context** | Citizens Advice Elmbridge West (CAEW) has a team of around 40 volunteers and 12 paid staff. |
| **Role Purpose** | **Responsible to the Chief Executive Officer for**   * Managing the effective delivery of a comprehensive and coordinated advice service to the people of Elmbridge West within the aims, policies and principles of the Citizens Advice (CA) service * Ensuring the quality of advice is maintained and developed * Ensuring that specific funders targets are met to guarantee receipt of funds and ongoing success at securing future funds * Monitor the service outputs, outcomes and trends and developing action plans to mitigate issues where required * Working to support delivery of core management functions |
| **Key Tasks** | **Planning and development**   * Plan and implement for appropriate staffing and volunteer levels for service delivery * Coordinate activities, procedures and systems in the service delivery area * Participate in CAEW initiatives as appropriate and contribute to the work of associated committees and subcommittees and working groups * Implement plans and manage designated projects as agreed with the CEO   **Service delivery**   * Retain oversight that all staff and volunteers in the advice service are properly supported and supervised and that the quality of advice given to clients is monitored and corrective action is taken proactively, when necessary * Provide supervisor cover where necessary. * Assist and advise the CEO on compliance with the National Citizens Advice Membership requirements * Maintain complaints procedures in accordance with Citizens Advice guidelines   **Staff management**   * Line manage staff within your area of responsibility through the provision of regular support and supervision, annual joint progress reviews and training. * In accordance with Citizens Advice and service procedures, assist the CEO in implementing employment policies and procedures * Ensure the development of good teamwork and effective lines of communication between all members of staff and volunteers   **Trustee board**   * Prepare reports for the Trustee Board and attend meetings of the Trustee Board as required. * Assist in the preparation of the Annual Report   **Other duties and responsibilities**   * Promote the aims, policies, and membership requirements of the Citizens Advice service. * Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues. * Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service. |
| **Person Specification** | 1. Understanding of and a commitment to Citizens Advice aims principles and policies 2. Ability to lead and motivate the advice team to deliver a high-quality advice service 3. Relevant experience of staff management and supervision including knowledge of recruitment, training, development and motivation 4. Experience of supervising the delivery of advice services including knowledge of key advice areas 5. Experience of monitoring and maintaining service delivery against agreed targets 6. Ability to monitor and maintain casework systems and procedures 7. Excellent interpersonal and team working skills 8. Excellent oral and written communication skills 9. Ability to plan and prioritise own time and work and work of others in a pressured environment. 10. Experience of analysing information to produce reports 11. A demonstrable active interest in community and social issues 12. Ability to contribute to the team combined with willingness to learn and develop |