**Bureau Manager**

**Job Information Pack**

This pack contains the following information:

* Job details
* Job Purpose
* Key Deliverables
* Person Specification
* The application process
* The selection process

**Job details**

Job title: **Bureau Manager.**

Reporting to: Chief Executive

Location: Pennywell Resource Centre, Pennywell Road, Edinburgh, EH4

Salary: £26,650 per annum [Full Time Equivalent]

Benefits: Annual leave - 25 days and 10 public holidays FTE

Pension - 7% employer’s contribution

Hours: Full time 35 hours per

Term: **Permenant**

**Job purpose**

**Summary of Role**

The Bureau Manger will be expected to manage and take responsibility for all aspects of the Bureau in co-ordination with the Chief Executive and senior management team.

The manager will also work as part of the wider management team to facilitate and improve the delivery of advice services to clients. A key focus of this role will be the support, supervision and development of at least 30 regular volunteers.

**1. Management of volunteers**

* Advertise and promote volunteering opportunities as required for the service and to maintain the minimum expected volunteer number at all times
* Seek to attract a wide demographic of volunteers
* Provide volunteer support, supervision, appraisal and development
* Ensure the office is adequately staffed during office opening hours
* Assess volunteer training requirements and ensure volunteer participation in training
* Provide clear and constructive feedback to volunteers

**2. Advice and Quality Assurance**

* Ensure accurate information and advice is given, by monitoring client records and through case checking
* Ensure that accurate, legible and comprehensive case records are kept, recording all of the details required to satisfy quality of advice audits and funding requirements
* Responsible for making sure electronic case records (CASTLE) are properly updated
* Assist in any audit processes that may be carried out
* Ensure that accurate statistics on advice services are available as required

**3. Office Management**

* Maintain effective administration and working of the office on a day-to-day basis
* Responsible for ensuring that HR, Health & Safety, Environmental and other organisational policies are fully implemented
* Report any accidents or incidents that may occur to the Chief Executive

**4. Finance and Budgeting**

* Control office spending within the limits set down by financial procedures
* Ensure accurate records of all expenditure within the office is maintained

**5. Social Policy**

* Ensure that the office carries out local social policy work as required
* Ensure that volunteer advisers report social policy issues using CASTLE
* Regularly engage with local elected members to highlight the issues impacting on local people and informing the development of improved legislation and social policy.

**6. Other duties**

* Be proactive in supporting the development of the organisation and helping with the design and delivery of new services.
* Support the organisation in attracting funding
* Play an active role in the local community, engaging regularly with other stakeholders and developing partnerships with other organisations where there is mutual benefit to the community through collaborative working.
* Provide reports on work and activities as may be required for funders, auditors or publications
* Take responsibility for solving issues and problems within the office in cooperation with the Chief Executive
* Implement organisational Policies
* Any other reasonable tasks as requested by the senior management team

**Person Specification**

Essential criteria

* Knowledge of advice-giving in at least one of the key advice areas e.g. benefits, debt, housing, employment and/or immigration
* Ability to work under pressure with limited resources
* Ability to identify and manage staffing requirements
* Knowledge of office administration
* Excellent communication skills – both verbal and written
* Commitment to the aims and objectives of the CAB Service
* A positive can-do approach to problem solving and challenging situations

Desirable Criteria

* Experience of volunteer management and support
* Demonstrable commitment to helping volunteers achieve their potential
* Experience of staff/volunteer appraisal and development
* Demonstrable experience of contributing to organisational change and development

**The application process**

Application deadline: **Friday the 22nd of March 12 noon**

Interview date: TBC – Between the 26th -29th of March

Interview location: 23 Dalmeny Street, Edinburgh, EH6 8PG

Interview format: 50 minute panel interview.

**Please email your completed application to** benjamin.napier@caed.org.uk

**The Selection Process**

Candidates invited for interview will be provided with further information on the role and should be familiar with the range, history and focus of services provided by CAE as detailed on our website. Candidates should also have an extensive knowledge of Scottish and UK Welfare System, Debt management, Immigration and income maximisation. Candidates should be prepared to substantiate your answers with detailed evidence from practice experience.