

Kincardine and Mearns Citizens Advice Bureau



Chief Officer Job Description

Employer: Kincardine and Mearns Citizens Advice Bureau

Job Title: Chief Officer

Responsible to: Board of Directors

Responsible for: KAMCAB Staff and Volunteers

Location: Stonehaven

Hours per week: 35

Salary: Circa £34,000 + 5% matched employer pension Contribution

Summary of Main Responsibilities:

The Chief Officer is responsible for ensuring both the smooth operation of all bureau services and in driving the strategy forward to ensure that KAMCAB continues to develop and deliver a high quality advice and information service. This will include ensuring that there are effective finance, HR and quality assurance processes in place. The Chief Officer will lead and encourage a supportive working culture and ensure that teams are empowered to deliver the highest quality service to clients. The ability to build and maintain effective relationships and partnerships with stakeholders is an essential part of this post.

Key responsibilities include –

- Maintaining current contracts including acting as contract manager and developing new services in line with the organisational business plan
- Working with the board to developing strategic and operational plans and managing a staff team to effectively implement them
- Securing sufficient financial resources to support business continuity and project development and promoting the work of the bureau to assist in securing additional funding
- Managing finances at senior management level including leading on budget preparation, income and expenditure monitoring and forecasting

Main Responsibilities:

General Management Responsibilities

- To develop and strengthen the role of the Bureau in the community
- To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board
- To ensure that the Bureau adheres to the Aims, Principles and Policies of Citizens Advice Scotland (CAS)

Management of staff

- Work with the management team to ensure the Bureau is adequately staffed during opening hours
- Work with the management team to ensure effective volunteer provision is in place and to ensure adequate training is provided to achieve competence standard
- To develop and implement the Bureau's equal opportunities policy
- To provide staff support, supervision, appraisal and development
- To oversee and carry out staff recruitment
- To hold regular staff meetings and ensure discussion on all relevant Bureau matters
- Work with the management team to determine staff personal training requirements and develop and implement training plans to meet these needs
- Work with the management team to ensure staff participation in ongoing training
- To manage all ongoing HR requirements and seeking the board's assistance and approval in any issue that may result in a claim against the bureau
- Liaise with CAS HR and the bureau's legal advice provider where appropriate

Advice Service

- To ensure that accurate information and advice is given
- To put in place and implement a quality control system for the monitoring of the service provided to clients and identifying training and/or support needs
- To prepare full, accurate and regular reports on all Bureau activity as required by the Board
- To ensure the bureau's debt and money advice service meets legal requirements set by the Financial Conduct Authority and the Accountant in Bankruptcy
- To ensure that the bureau's tribunal work is carried out within best practice for lay representatives
- To meet the standards of the Scottish National Standards for Information and Advice Providers and prepare the bureau for audit by the Scottish Legal Aid Board
- To maintain accurate statistics of client enquiries and ensure their timely despatch to CAS

Finance and Budgeting

- To act as contract manager in relation to the Information and Advice contract with Aberdeenshire council.
- To develop and implement an effective fundraising strategy identifying opportunities for funding from grants and trust and through community fundraising
- To control Bureau spending within the limits set by the Board and to ensure an accurate record of all expenditure is maintained
- To ensure that the Board is provided with accurate costings for all areas of planned activity
- To prepare annual projected budgets and six month reviews for approval by the board
- To ensure that funding brought in meets the requirements of the bureau and enables priorities outlined in the bureau business plan and any strategy be met
- Provide progress and monitoring reports to funders as requested
- To identify new sources of appropriate funding that will develop the bureau in line with the bureau business plan
- To work with the treasurer to ensure that annual accounts are prepared for annual audit

Marketing and Stakeholder Engagement

- To develop and implement a marketing strategy which ensures that the work of the bureau is promoted to the local community and key stakeholders
- To seek opportunities for press and media coverage of the work of the Bureau including social media
- Positively liaise with members and officers of the Local Authority and participate in appropriate Council groups
- To represent the Bureau in local networks as and when required
- To maintain and develop existing contacts with funders and other agencies
- To liaise and maintain links with appropriate statutory, voluntary and professional bodies
- To contribute to and participate in the activities of CAS and to represent the Bureau as required by the Board. Maintain and develop the Bureau's role and relationship with CAS and other national agencies

Facilities and Administration

- Work with the management team to design and maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau
- To ensure that the Bureau premises and equipment are maintained to as high a level as possible and that the requirements of Health and Safety legislation are met
- To provide committee services as required to the Board
- To provide the Board with reports and policy guidance on relevant matters
- To ensure all facilities requirements of the bureau are met including maintenance and repairs

Management of bureau IT facilities

- To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems and procedures to ensure the smooth operation of the bureau objectives

- To ensure that all staff have access to, and are adequately trained in, the bureau IT systems and software applications to perform effectively
- To advise the Board, in conjunction with CAS staff, on matters of IT planning, security, maintenance and budgeting
- To promote user confidence in, and facilitate the introduction of, IT systems within the bureau
- Ensure the adherence to, and compliance with, the bureau legal obligations under such as GDPR

Other

- To keep abreast of the latest developments in the information and advice field and advise the Board on the need for change and development
- To carry out any other reasonable task as requested by the Board.

Person Specification

CHIEF OFFICER	COMPETENCIES	
	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Educated to degree level 	<ul style="list-style-type: none"> • Management qualification • Fundraising qualification
EXPERIENCE	<ul style="list-style-type: none"> • 5 years managerial experience in staff recruitment, training and supervision • Experience in completing funding applications • Project management • Experience of relationship management with funders and/or donors • Experience in carrying out marketing activities • Experience in staff appraisal and development • Experienced in office administration • Experience of managing office IT systems • Experience in financial/budget control 	<ul style="list-style-type: none"> • Contract Management • Community Fundraising • Carrying out social policy campaigns • Experience of facilities management • Implementing a fundraising strategy • Implementing a marketing strategy

SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> · Financial management expertise · Excellent written and oral communications skills · Ability to conduct detailed negotiations · Project management · Skilled in report writing · Able to work to budget · Ability to work under pressure · Keen analytical skills · Ability to manage change and development · Good understanding of office technology and the role of effective IT systems. 	
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KNOWLEDGE	<ul style="list-style-type: none"> · Knowledge of methods of fundraising · Knowledge of fundraising standards · Understanding of local authority structures · Knowledge of committee procedures 	<ul style="list-style-type: none"> · Awareness of social justice issues · Knowledge of the issues facing the voluntary sector · Knowledge of procurement processes · Knowledge of Health and Safety legislation and employer responsibilities
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VALUES	<ul style="list-style-type: none"> · Commitment to high levels of client satisfaction and quality · Commitment to partnership working · Commitment to collaboration and working with others to find solutions 	<ul style="list-style-type: none"> · Forward thinker with a creative outlook
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