# Job Pack – Bureau Manager

* **Job Title:** Manager
* **Location:** Shetland Islands CAB, Market House, Market St, Lerwick, ZE1 0JP
* **Hours per week:** 35 hours per week
* **Type of contract:** Full-timePermanent post
* **Salary:**  £40,993 -£43,752
* **Closing Date:** Friday 3 February 2023, 12noon.
* **Interviews:** Wednesday 15 and Thursday 16 February 2023

**About the job**

There’s never been a more important time to work for the CAB. As food costs rise at an alarming rate and energy bills are sky high, people are struggling to make ends meet and we’re experiencing record-breaking demand for our services. Join us to lead the on-going development of Shetland CAB and play a vital role in supporting the local community.

We are seeking someone who is passionate about managing an effective service for those most in need and who is committed to quality improvement. You will need to demonstrate that you are a strong team player, with an eye for detail, and have great people skills. You will thrive in a busy environment and have a positive ‘can do’ attitude. You will also be passionate about supporting our staff and volunteers, contributing to their development, and seeing them thrive. You’ll have excellent communication skills and the ability to supervise and motivate people. You will have experience of partnership working and the development and oversight of services and projects. You will complement this with strong budget and IT skills, as well as, knowledge of organisational governance, policies and processes. You will be self-motivated and provide leadership with a willingness to work collaboratively with local partners and the Board of Shetland CAB to provide services to meet the needs of the local community.

You will be based in the main CAB office in Lerwick and be part of a team of volunteer and paid staff working together to ensure we provide a high quality, holistic service. This post is funded by Shetland CAB through core funding from the Shetland Charitable Trust and is a permanent contract.

**About the Employer**

Shetland Islands CAB is a member of the Scottish Association of Citizens Advice Bureaux. We deliver free, confidential, impartial and independent advice to the people of the Shetland Islands.

We are the only advice organisation in Shetland. We support over 1500 clients annually and achieve an annual client financial gain of over £1million. Our principal funders are the Shetland Charitable Trust and Shetland Islands Council. We deliver a number of services on behalf of Citizens Advice Scotland and regularly secure a range of external funding to develop projects to meet local need.

For more information about living and working in Shetland, see [www.shetland.org](http://www.shetland.org).

**Employee benefits**

Shetland Islands Citizens Advice Bureau offers excellent terms and conditions, including a total of 36 days leave and a pension scheme with a 6% employer contribution. Shetland Islands Citizens Advice Bureau is an inclusive employer considering flexible working arrangements where appropriate.

**How to apply**

For further details and information on how to apply, see [www.shetlandcab.org.uk/careers](http://www.shetlandcab.org.uk/careers).
Please note that the post is subject to the disclosure of criminal history information.

**Equality & diversity monitoring**

To help Shetland Islands Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: sicab@shetland.org

**Job Description – Bureau Manager**

Name of Employer: Shetland Islands Citizens Advice Bureau

Board of Management

Job Title: Bureau Manager

Responsible to: Board of Directors

Responsible for: All paid and volunteer staff

1. **SUMMARY OF MAIN RESPONSIBILITIES**
	1. Overall operational control and management of the Bureau within the guidelines laid down by the Board of Directors and Citizens Advice Scotland (CAS);
	2. Direct line management of the Bureau Assistant Manager, the Senior Adviser and all paid staff
	3. Through the Assistant Manager/Senior Advisor ensure the best management of paid specialist advisers and volunteer generalist advisers and that all aspects of client enquiries are efficiently and effectively handled;
	4. Represent the Bureau to other agencies;
	5. Design and develop the Bureau’s long term strategic aims;
	6. Responsibility for ensuring effective use of IT.
2. **GENERAL MANAGEMENT RESPONSIBILITIES**
	1. To develop and strengthen the role of the Bureau in the community;
	2. To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board of Directors;
	3. To ensure the Bureau adheres to the Aims, Principles and Policies of CAS.
3. **MANAGEMENT OF STAFF**
	1. To ensure the Bureau is adequately staffed;
	2. To ensure the recruitment and selection of volunteers and ensure training to achieve competence standard;
	3. To develop and implement the Bureau’s equal opportunities policy;
	4. To provide staff support, supervision, appraisal and development;
	5. To hold regular staff meetings and ensure discussion on all relevant Bureau matters;
	6. To determine staff and volunteers personal training requirements and develop and implement training plans to meet these needs;
	7. To ensure staff participation in ongoing training.
4. **ADVICE SERVICES**
	1. To channel complex or unusual enquiries to the relevant staff;
	2. To ensure advisers have access to up to date local information;
	3. To maintain a system for the efficient handling of all Bureau correspondence;
	4. To ensure that accurate information and advice is given;
	5. To ensure that accurate, legible and comprehensive case records are kept;
	6. Ensure quality of advice by ensuring monitoring of client records is carried out and identifying paid staff and volunteer adviser training and/or support needs;
	7. To ensure that service to clients is within the spirit of the Association's Equal Opportunities policies and adheres to the policies and procedures of the organisation;
5. **FINANCE AND BUDGETING**
	1. To ensure the Bureau has adequate funding, completing funding applications with the approval of the Board of Directors;
	2. To control Bureau spending within the limits set by the Board of Directors;
	3. To ensure an accurate record of all expenditure is maintained;
	4. To advise the Board of Directors on matters of operational expenditure;
	5. To ensure that the Board of Directors is provided with accurate costings for all areas of planned activity;
	6. To prepare annual projected budgets and make representations to funders, as required, by the Board of Directors;
	7. To liaise with and assist Accountants in undertaking financial audits;
	8. To oversee the payment of invoices and staff salaries.
6. **REPRESENTING THE BUREAU**
	1. Liaise with members and officers of the Local Authority and participate in appropriate Council groups;
	2. To represent the Bureau in local networks as and when required;
	3. To maintain and develop existing contacts with funders and other agencies;
	4. To liaise and maintain links with appropriate statutory, voluntary and professional bodies;
	5. To seek opportunities for press and media coverage of the work of the Bureau;
	6. To contribute to and participate in the activities of CAS and to represent the Bureau as required by the Board of Directors;
	7. To maintain and develop the Bureau’s role and relationship with CAS and other national agencies;
7. **AUDIT AND QUALITY ASSURANCE**
	1. To undertake the lead role in any audit of the Bureau including the Scottish National Standards and that undertaken by CAS by compiling information, undertaking research and preparing reports;
	2. To ensure the Bureau meets all requirements of CAS three-yearly quality of advice and organisational audit;
	3. To implement and maintain a quality control system for the monitoring of the service provided to clients;
	4. To prepare full, accurate and regular reports on all Bureau activity as required by the Board of Directors;
	5. To maintain accurate statistics of client enquiries and ensure their timely and accurate recording on CASTLE.
8. **ADMINISTRATION**
	1. To design and maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau;
	2. Ensure the adherence to, and compliance with, Citizens Advice Membership conditions, legal and regulatory requirements including the Data Protection Act 2018, General Data Protection Regulations, Company and Scottish Charity Law, Health and Safety, Employment and Safeguarding;
	3. 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;
	4. To provide committee services and development as required to the Board of Directors to ensure good governance of the organisation;
	5. To provide the Board of Directors with reports and policy guidance on relevant matters and carry;
	6. To hold and carry out the role of Company Secretary;
	7. To ensure that the Bureau records statistics and reports on social policy on CASTLE to meet membership requirements;
	8. To ensure that the Bureau carries out local social policy work and contributes to national/ CAS social policy development as required;
	9. To oversee the production of the Annual Report and the updating of the Business Plan.
9. **MANAGEMENT OF BUREAU IT FACILITIES**
	1. 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;
	2. To ensure that all staff have access to, and are adequately trained to perform effectively in, the Bureau IT systems and software applications;
	3. To advise the board, in conjunction with CAS staff, on matters of IT planning, security, maintenance and budgeting
	4. To promote user confidence in IT systems within the bureau
10. **OTHER**
	1. To keep abreast of the latest developments in the information and advice field and advise the Board of Directors on the need for change and development;
	2. To carry out any other reasonable task as requested by the Board of Directors.

**Person Specification – Bureau Manager**

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| MANAGER | **ESSENTIAL** | **DESIRABLE** |
| QUALIFICATIONS | Good general education | Management qualification at HE or equivalent levelIT qualification (e.g. ECDL) or equivalent level |
| EXPERIENCE | 3 years minimum managerial experience in a public facing serviceExperience in staff recruitment, management, supervision, training and developmentExperience of service delivery, project development, management and monitoringExperienced in organisational governance including developing policies and procedures and HR processesExperience in financial/budget setting and controlGood understanding of office technology including the use of Word, Excel and other computer softwareExperience of report writing and performance reportingExperience of partnership working to identify and meet local needs | Experience of securing project funding and overseeing project outcomesExperience in voluntary sector managementExperience of working with a board of directorsExperience of undertaking quality assurance audits  |
| SKILLS AND ATTRIBUTES | Ability to provide leadership for the BureauAbility to work well under pressure and handle difficult or challenging situations in a calm and focussed mannerFlexible and able to adapt quickly to a changing environmentAbility to problem solve and be solutions focusedExcellent written and oral communication skills with the ability to conduct detailed negotiations, deliver presentations, work with the media and local partners | Statistical analysis skills |
| VALUES AND ATTITUDES | Commitment to working to the aims and principles of the CAB networkCommitment to team working approachSupport of the principle of volunteeringCommitment to equality of opportunity within CAB and its services |  |
| KNOWLEDGE | An understanding of the issues of social exclusion and povertyKnowledge of committee procedures | Awareness of the social needs of the local communityAwareness of the needs and responsibilities of the Data Protection ActUnderstanding of local authority structures |
| OTHER | Ability to work as part of a network of CABx and with the national associationAbility to easily travel within the local CAB area and elsewhere, as required and willing to work outside office hours from time to timeDue to the limited public transport available, having access to personal transport is required |  |

Shetland Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.