**Penicuik Citizens Advice Bureau**

**Bureau Operations Manager**

**Job title**: Operations Manager

**Responsible to:** Chief Executive Officer (Bureau Manager)

**Reporting to**: Chief Executive Officer

**Hours**: 35 hours a week

**Salary:** £37,353

A job share may be considered.

## **Purpose of the post:**

This is a key role within the Bureau’s management team and is critical to the smooth running of the bureau and maintaining its ethos.

The post holder will ensure the provision of a quality advice service in accordance with Citizen Advice Scotland membership conditions and as agreed by the CEO and Board of Directors of the Penicuik CAB.

Working closely with the CEO the post holder will be responsible for all matters relating to the day-to-day running of the advice and information services provided by the Penicuik Bureau, including projects and outreach services, and in co-operation with other staff and in line with Bureau Practices and Procedures.

**Support to Chief Executive Officer**

* To provide day-to-day support for the CEO and be responsible for the daily operations of the Bureau and to advise the Chief Officer on staffing and service delivery issues.
* To provide deputation support for the CEO in periods of absence, as appropriate.
* Assist the CEO in the development of the operational organisation to ensure an effective service.
* Assist the CEO, accountant or any other appropriate Board member with the preparation of annual projected budgets.
* If necessary, in association with the accountant, manage the Bureau’s budget in any absence of the CEO.

**Operational duties**

* Ensure that the Bureau adheres to the Aims, Principles and Policies and demonstrates this through best practice.
* Ensure the consistent provision of a quality advice service and achievement of performance targets.
* Provide a supportive environment in which everyone feels valued.
* Support the strategic development of the organisation to ensure its management and services to clients reflect and support the bureau’s equality and diversity strategy
* Maintain and develop standards of service delivery, including monitoring the quality of advice delivered to clients via quality of advice assessments, case checking and independent case file reviews.
* Provide Advice Session Supervision.
* Undertake advice work as and when required.
* To design and maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau.
* Ensure statistics are collated appropriately
* To ensure that the bureau carries out national and local social policy work as required
* To prepare full, accurate and regular reports on all Bureau operational activity as required by the CEO/Board.

### **Staff management**

* Ensure the effective performance management and development of staff and volunteers through regular supervision sessions, appraisals, and by contributing to learning and development programmes.
* Plan and allocate work, monitor achievement of deadlines and support staff as appropriate.
* Ensure that the service is adequately staffed and resourced, encourage good teamwork and lines of communication between all members of staff.
* Working with the CEO, ensure recruitment and induction of new staff as appropriate.
* Attend regular meetings of all paid and unpaid staff.

Training & development

* In conjunction with the CEO, formulate the Bureau’s training plan to ensure all trainee volunteer advice workers receive the support and supervision required to maximise their chance for personal development in the role of generalist advice worker, in other roles within the Bureau structure, or in further career development.
* Oversee the induction of new trainees into the Bureau’s basic training programme.
* Assist with the development of the Bureau Procedures and Guidance manual for volunteers and staff.
* Work with tutors and mentors to plan, monitor and deliver the basic training programme.
* Develop administrative systems and provide any support, assessment, guidance, monitoring and review required by CAS for the proper progress of volunteers through the competency programme.
* In conjunction with the CEO assess the competence of trainee advisers against CAS and bureau requirements.
* Hold regular support meetings with all advisers to assess progress, areas of difficulties and training needs.
* Identify individual training development needs for all Bureau staff, including self, and develop appropriate solutions.
* Liaise with the CEO, tutors, CAS training staff and outside agencies to identify and provide updated training.
* Undertake training as required.

**Advice Work**

Ensure the provision of a quality advice service by

* Making sure that there are sufficient voluntary and paid staff to maintain a service on a day-to-day basis.
* Providing support and supervision to voluntary workers.
* Being available for consultation by advice workers on complex or unusual enquiries.
* Taking measures to ensure full and correct information is given and accurate and timely case records are kept.
* Developing and administering case management systems to monitor the progress of ongoing cases and ensure that research work, telephone calls/correspondence relating to casework has been undertaken
* Monitoring the quality of advice through supervision of volunteers and checking of client records.
* Providing support to tribunal representatives and assisting with the preparation of representation cases
* Authorising the production of standard letters or original correspondence necessary to progress a client’s case.
* Reviewing and ensuring the maintenance of accurate statistical and administrative records, including client financial gain in accordance with CAS and Bureau Guidance.
* Undertaking casework or representation work when necessary

Note: You will be asked to complete a Criminal Convictions Declaration Form as part of your pre-employment checks. This is in order to find out whether you have any unspent criminal convictions which may have a bearing on the requirements of your post. If you declare a criminal conviction we will discuss this with you in order to determine your suitability for the post, or agree any other measures that may need to put in place.

For certain roles we may also require a Basic Disclosure check or a Protection of Vulnerable Groups (PVG) Certificate and the job advert will make it clear if either of these criminal records checks are required for the post.

We may also ask for further information on criminal convictions during the course of your employment should this be deemed necessary.

We rely on the lawful basis of carrying out our legitimate interests to process this data.

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| **Person specification** |
|  | **ESSENTIAL** | **DESIRABLE** |
| QUALIFICATIONS | * Good general education
 | * Evidence of management training or qualification.
* Certificates at Higher level or above
* Completion of the CAB Adviser Training Programme.
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| EXPERIENCE | * Experience in recruitment, training and development.
* Experienced in office administration.
* Good understanding of office technology and the role of effective IT systems.
* Experience of delivering quality standards and monitoring service delivery against agreed targets.
 | * At least two years paid or unpaid work in the voluntary sector.
* 1 year’s paid or unpaid work in advice field.
* Experience in voluntary sector management.
* Have a good understanding and working knowledge of the benefits system
* Experience of managing and developing staff and volunteers, including conducting staff appraisals.
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| SKILLS AND ATTRIBUTES | * Ability to motivate both paid and unpaid colleagues
* Ability to delegate effectively and appropriately.
* Effective written and oral communications skills.
* Skilled in report writing.
* Computer proficient.
* Ability to work under pressure.
* Keen analytical skills.
* Ability to manage change and development.
* Ability to communicate effectively and conduct detailed negotiations.
 | * Statistical analysis skills.
* Project management.
* Ability to work with other Community Groups.
* Experience of leading and contributing to a team, taking decisions about the day to day running of a busy service, while managing your own workload and those of others
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| VALUES AND ATTITUDES | * Commitment to team working. ·
* Commitment to equality of opportunity ·
* Support the principle of volunteerism.
 | * Proven ability of working as part of a team within a community development or volunteer setting.
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| OTHER | * A commitment to work within the aims, principles and policies of the Citizens Advice service
* Commitment to a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
* Willing to be flexible and adaptable in the meeting the needs of the service.
* Willingness to make tea and coffee.
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