

**Advice Manager**

Citizens Advice Bromsgrove & Redditch (CABR)

**Role description**

**Accountability: L**ine managed by the Service Manager.

Line Manages the Supervisor team

**Role purpose:** To lead the delivery and development of all aspects of our generalist advice offering. To act as the deputy for the Service Manager, either during their absence, or by arrangement at certain events/meetings etc.

**Hours:** 37 per week

**Remuneration:** Scale SO1 – spinal point 23 -25 (£32,076 - £33,945)

6% pension contribution and generous leave package

**Key work areas and tasks:**

**Planning and development**

* To support the Chief Officer & Service Manager in the drawing up and delivery of planning at all levels.
* To drive the development of our generalist services as CABR prepares to meet the challenges of the next few years. This will include Adviceline; Email; face to face; Web chat and telephone advice within our premises; outreach locations, out of hour’s services and any other delivery routes that we develop.
* Alongside the Chief Officer and Service Manager, to identify funding and partnership opportunities to grow CABR services and meet more clients’ needs.
* To act as CABR’s Research and Campaigns lead and to develop and deliver this service.
* To be an active member of the Senior Leadership Team.

**Service delivery**

* To ensure that the daily, weekly and annual tasks required to deliver the generalist advice service are fulfilled including by way of examples: ensuring adequate levels and quality of supervision and adviser cover; appropriate information sharing and proportionate quality checking systems.
* To liaise with the Service Manager and Training & Recruitment Manager with regards to the training and recruitment needs across the supervisor and volunteer teams.
* To assist the Service Manager in being responsible for the generalist services meeting the required quality standards with regard to the advice provided.
* To ensure that all agreed processes and policies are understood and implemented across the core service

**Administration**

* To submit any reports or returns due, relating to the generalist advice services as agreed with the Service Manager.
* To support the Chief Officer and Service Manager in the preparatory work to ensure the office achieves satisfactory outcomes with regard to any audit processes required.
* To produce appropriate reports for the Trustee Board on service delivery.
* To maintain accurate and appropriate records when using all systems.

**Public Facing Work**

* In conjunction with the Chief Officer and/or Service Manager, to support in review meetings relating to the core advice service.
* In conjunction with the Chief Officer and Service Manager to work with agencies and other organisations to develop opportunities for funding and partnership
* To attend, where necessary, external events for the promotion of the service.

**Social policy**

* To lead the Campaign and Research Work of Citizens Advice Bromsgrove & Redditch.

**Attitudes**

* To be a leadership role model for the wider team, providing support and dealing positively and professionally with challenges, whilst ensuring that necessary change is implemented successfully.
* To line manage staff in a fair and professional manner that encourages their development both as individuals and as a team.
* To carry responsibility and to be prepared to show initiative where appropriate.
* To be a constructive team player, contributing willingly to discussions but also recognizing when organisational priorities may need to be focused elsewhere.
* Show flexibility within their role and in the support of other areas of CABR’s work.

**Other duties and responsibilities**

* Promote and abide by the aims, policies, and membership requirements of the Citizens Advice and CABR.
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

**Person Specification**

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| **Criteria** | Essential | Desirable |
| Experience of leading teams of staff and volunteers | X |  |
| Experience of overseeing the delivery of advice |  | X |
| Experience of supervising generalist advice in a CAB environment |  | X |
| Experience of managing change in a volunteer environment | X |  |
| A strong team player | X |  |
| Be a good communicator, verbally and in writing, able to influence others and manage people both sensitively and firmly | X |  |
| Be able to work effectively and positively under pressure | X |  |
| A commitment to the aims and objectives of the Citizens Advice Bureau Service | X |  |
| Comfortable leading on your own and exercising initiative when needed | X |  |
| Committed to a volunteer model of service delivery within charitable organisations | X |  |
| Be a competent user of IT in terms of client management systems; the internet and standard office products such as e-mail and word processing | X |  |
| Be able to work with processes methodically, competently and accurately to ensure clients and volunteers receive a consistent and effective experience of our service. | X |  |
| Experience of working with local partnerships |  | x |
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