**Citizens Advice Waverley**

**May 2018**

**Service Manager (Responsible for Godalming and Cranleigh offices within Citizens Advice Waverley)**

**Context:** Citizens Advice Waverley is committed to the provision of high quality advice across the district from a volunteer workforce supported by a paid staff structure.

**Reporting to:** Chief Executive

**Reporting to** Advice Session Supervisors

**the post:** Administrators

Volunteers e.g. advisers/receptionists/assessors/admin

**Duration:** Permanent

**Hours:** 23 hours per week (65% of full time)

**Purpose of post:**

Working within the aims, policies and principles of the Citizens Advice service taking responsibility for the delivery and development of the Citizens Advice service at designated offices to meet the needs of the local communities.

**Main duties and responsibilities:**

**Local Service Provision**

* Together with the other Service Manager providing leadership to the ASS team and strategically managing the resources available to ensure service levels and all operational needs are met across all offices.
* Taking overall responsibility for monitoring and maintaining the delivery of a high quality advice service within the Godalming and Cranleigh offices. This is done via direct observation and through supporting the ASSs at those offices in carrying out case checking and file reviews.
* Leading change and ensuring staff and resources respond pro-actively to the challenges faced by the organisation

**Local Service Development**

* Developing the services at local offices to meet the changing needs of the local communities.eg locating and planning of outreach services. Escalate broader local issues affecting the community where relevant.
* Planning for, adopting and adapting regional and national CAB procedures where appropriate to local office needs.
* Attending District Trustee Board meetings; providing input from a local operational level where appropriate.
* Providing and escalating appropriately input from a local operational level into regional or national strategic issues affecting the CAB.
* Liaising with other bureaus on operational work and implementation of policies and processes as appropriate, e.g. cross-border Advice Line Service.
* Promoting the work of the CAB externally and develop relationships where appropriate with local communities, local Councillors and local organisations.
* Representing CAB at a local level attending group sessions, giving talks on the services of the CAB and presenting information to relevant groups on pertinent Issues.

**Management and Supervision**

* Acting jointly with the District Training Supervisor, take responsibility for the recruitment, selection, development and retention of volunteers and managed paid staff at both offices within own remit.
* Managing developing and supporting the paid staff team at own offices.
* Assisting ASSs in the day-to-day support and supervision of volunteer advisers where required.
* Undertaking Joint Progress Reviews (JPRs) for all paid staff at own offices.
* Ensuring JPRs for all volunteers are completed either directly or via ASSs.
* Taking overall responsibility to ensure all relevant policies and procedures are adhered to including those related to equality and discrimination.
* Planning and running monthly team meetings within each office.
* Co sharing with other Service Manager, District Training Supervisor and CEO the planning and facilitation of the ASS training day(s), and the Annual District Day.
* Attending the 6 weekly district management meeting, providing input as required.
* Ensuring volunteer advisers who have recently completed the CA certificate programme are adequately supported; in conjunction with the District Training Supervisor, signing off on Volunteers competency levels.
* Identifying training & development needs for paid staff and volunteers on team and at a district level.
* Together with other Service Manager compiling and distributing weekly briefings.

**Research & Campaigns**

* Ensuring that research and campaign issues are identified at a local level and acted upon as part of the advice-giving process, via the research and campaigns coordinator.
* Providing statistical information and reports as required.

**Finance**

* Taking responsibility for petty cash sign off.

**Premises and Health & Safety**

* Taking responsibility for health and safety/security and day to day premises issues including ensuring efficient and economic use of resources.
* As Information Asset Owner, being responsible for all data held locally; ensuring compliance with data protection and information assurance requirements.

**Other Duties and Responsibilities**

* Carrying out any other relevant tasks as required in order to contribute to the effective development of the service outlet and the delivery of its services.
* Upholding the aims and principals of the CAB service and its equal opportunities policies.
* Keeping up-to-date with policies and procedures relevant to bureau work and undertake appropriate training within guidelines issued by Citizens Advice.

**Personal and professional development**

* Keeping up-to-date with legislation, case law and policies and procedures and undertake appropriate training

**Person Specification**

**Essential**

* Change Management
* Experience of leading, supervising and developing teams and individuals.
* Experience of delivering service in an advice giving organisation.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability to monitor and maintain own standards of work and those of others.
* Effective communication and presentation skills.
* Understanding of the social/economic issues affecting society and their implications for clients and CAB service provision.
* Flexible approach and willingness to work as part of a team.
* Ability to research, analyse and interpret complex information.
* Ability to use Information and Communications technology in the work place.
* Awareness of the potential role of ICT in advice giving and service delivery.

**Desirable**

* Project management experience
* Understanding of local government