

Ipswich and District Citizens Advice Bureau Job Description and Person Specification

Job Title: Deputy Manager
Salary Scale: SCP 26 - 31
Hours: 28 hours per week
Responsible to: Bureau Manager

Key Work Area: To manage and develop the generalist advice service and employees of the bureau
To manage the recruitment, training, appraisal and development of volunteers
To implement the Quality of Advice action plan
To work within the aims, policies and principles of the CAB service.

Key Responsibilities

Management

- Contribute to, monitor, assess and implement the business and development plan as required by the Citizens Advice Membership Scheme
- Develop and implement the quality of advice action plan and monitor the quality of advice given to clients
- Participate in regular meetings of all employees and volunteers, including management meetings.
- Contribute to the production and implementation of the bureau's business and workforce development plans
- Assist the bureau manager in the management and delivery of service level agreements
- Produce management and statistical reports on generalist service delivery including staffing issues
- Line manage and supervise generalist volunteers
- Produce and implement a QAA internal audit system
- To deputise in the bureau manager's absence as required

Planning and Development

- Co-ordinate activities, procedures and systems so as to promote common policies and/or practices within the appropriate service delivery area.
- Implement IT and other resource strategies within Citizens Advice guidelines.
- Participate in bureau initiatives as appropriate and contribute to the work of associated committees and working parties.

Service Delivery

- Supervise the work of designated staff to ensure that standards meet Citizens Advice requirements.
- Provide technical support and act as consultant to the advisers.
- Ensure service delivery and adequate cover from available staff.
- Monitor and improve the quality of advice given to clients.
- Maintain and develop standards of service delivery through effective target setting.
- Research, identify and report to the management team on the advice needs of the community, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Assist and advise the line manager on compliance with the Citizens Advice Membership Scheme.

Financial Management

- Contribute to decisions on allocation of resources.

Employee and Volunteer Management

- Coordinate, organise and chair regular volunteer meetings and training sessions
- Design and deliver volunteer training programmes, including delivery of CitA training packages and an annual training programme for volunteer staff
- Line-manage staff through the provision of regular support and supervision, annual joint progress reviews and training.
- Manage staff performance issues in line with the relevant policies and procedures
- Establish, monitor and achieve individual and team targets
- Ensure that the service and service area is adequately staffed and resourced.
- In accordance with Citizens Advice and service procedures assist the manager in implementing bureau policies and procedures.
- Encourage good teamwork and lines of communication between all members of staff.
- Manage the recruitment, selection and induction of volunteers
- Proactively consult with volunteers and ensure effective information and communication with them
- Adhere to and implement the bureau's policies and procedures and assist with the development of volunteer policies where these are required
- Manage and maintain the volunteer database

Administration

- Develop and monitor effective and efficient administrative systems.
- Adhere to and ensure effective implementation of all health and safety requirements
- Maintain complaints procedures in accordance with Citizens Advice guidelines.

Training and Development

- Identify and implement own training and development needs.
- Identify the training needs of employees and volunteers through regular support and supervision
- Contribute to and implement the service area's workforce development plan.

Bureau Trustee Board

- Attend and report into the bureau trustee board as required.
- Contribute to the preparation of the Annual Review and other reports as required.

Social Policy

- Coordinate the bureau's social policy work and chair the social policy action group
- Ensure all employees and volunteers are aware of social policy issues and are systematically raising them with the social policy coordinator.
- Development the social policy work and instigate systems and procedures to do this.
- Actively address social policy issues with partner agencies in consultation with the bureau manager
- Manage the social policy volunteers

Other Duties and Responsibilities

- Promote the aims, policies, and membership requirements of the CAB service.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

Essential:

- Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies
- Experience of generalist advice work
- Ability to act as an Advice Session Supervisor or able to achieve this within an agreed time frame
- Experience of working within the voluntary sector
- Relevant experience of the recruitment, induction, management, supervision and training of staff and volunteers
- Proven ability to design, coordinate and deliver training sessions
- Evidence of continual professional development
- Excellent interpersonal skills
- Sound understanding of the Quality of Advice Audit requirements within Citizen's Advice
- Ability to motivate and develop staffing in accordance with agreed business and workforce plans
- Experience of setting and achieving agreed performance targets.
- Ability to contribute to the bureau's strategic and business plans
- Ability to use initiative and make sound decisions
- Effective written and verbal communication skills.
- Ability to plan and arrange own work and work of others in a pressured environment.
- Ability to analyse and interpret information.
- Ability to use IT
- Ability to plan ahead.

Desirable:

- Experience in addressing performance issues in employees and volunteers
- Experience of change management
- Experience in managing audit processes and devising action plans to address issues
- Understanding of the role of the trustee board