



Head of Advice Services

Job pack

Thanks for your interest in working at Citizens Advice East Berkshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- Things you should know about us
- Overview of Citizens Advice and Citizens East Berkshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Lizzy Clark by emailing lizzy.clark@harrishill.co.uk to arrange a call.

**We are
Citizens Advice**

**We are
the people's
champion**

Our mission and values

Our mission is to provide trusted advice at times of change

Provide advice fit for the future - be there for people when they need us in the ways that help make the biggest impact.

Close the gap - end the disparities in access and experience for marginalised people.

Take early action – prevent more people reaching crisis by addressing problems early.

Our Values are:

- Empowering - we are proud to help clients to understand and exercise their rights and responsibilities.
- To provide the best advice – we provide, consistent, high quality, independent advice.
- Inclusive and flexible – we adapt to the changing needs of our clients and society, promoting access to those in greatest need whilst challenging discrimination.
- Open - we are impartial, non-judgmental, act with integrity and learn from feedback.
- One team – of staff and volunteers working together and developing our services with our clients at the forefront of our minds.



How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 240 local Citizens Advice members.

This role sits within this network of independent charities, delivering services from:

- over 1,600 locations across England and Wales

with

- 8843 staff

and

- 14,000 trained volunteers

84% of people using our local services would recommend us to a friend.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

Citizens Advice East Berkshire

Serves a population of 435,000 residents living in the areas of:

- Bracknell Forest
- Royal Borough of Windsor and Maidenhead
- Slough

We have offices or outreach services across East Berkshire.

We deliver our service through

- Phone
- Drop in
- Outreach and referral

Our 2023/4 Annual Report has just been published and will be sent out with this job pack. Some headlines about our service are set out below.



Citizens Advice East Berkshire – Key Headlines for 2023 /24



Our income was £801,615



We have 25 staff and 60 volunteers



We helped 6,013 people



With 30,966 issues



We gained £2,582,654 back for clients through assisting them to gain their rightful benefits and helping them write off debts.



Most of the people we advised had problems with benefits, debt and housing issues.



Our clients are very diverse and many of the people we advise have disabilities or long-term health challenges.

The role

About the role

Who we are looking for:

You will be an inspiring leader who enjoys creating atmospheres where people thrive and who can ensure advice is delivered efficiently and effectively.

You'll be experienced in managing teams to deliver high performance while putting people at the centre of everything you do.

You'll be passionate about developing our partnerships. You'll look for ways to make our organisation's processes efficient and accessible to ensure we provide straightforward ways for as many clients as possible to access our services, while making sure we meet our Key Performance Indicators (KPIs). You'll have an excellent eye for detail and be able to support the team to deliver a high-quality service for clients and communities across East Berkshire.

You will be effective at coaching and mentoring the people you manage, and able to develop them well, both in their current roles and for them to progress through the organisation. You will have excellent communication skills. You will be able to communicate assertively but calmly and compassionately, speak confidently to people at all levels of the organisation, and write clearly and concisely.

You will enjoy working as part of a busy, motivated and supportive team and be able to adapt well to changing priorities. Strong IT skills are essential.

You will have an excellent understanding of equality, diversity, inclusion and work to promote and enhance this throughout our organisation. You will have a good understanding of advice and advice issues e.g. housing, debt, employment, and benefits (to name a few!) in order to support the team with complex work and oversee our Quality of Advice Assessment.

Given the size of our organisation and its delivery across three local authority areas, CAEB recognises that you will need a strong management structure beneath you and around you. We are currently reviewing the structure beneath and around the Head of Advice Services role to strengthen that support and if you are successful in being appointed you will help us decide what will work best to support you in your role. In the meantime, we are seeking an experienced interim Advice Services manager to work alongside you to provide capacity to you until a finalised structure comes into place.

Role profile

Job Title:	Head of Advice Services
Salary:	£40,000 - £45,000 DOE
Responsible to:	Chief Executive Officer
Contract Term:	Permanent – 37 hours per week
Location:	Based in our Bracknell and Maidenhead offices Delivering services in Bracknell, Windsor and Maidenhead and Slough (some remote working is possible)
Immediate reports:	Additional Support Service Manager/Bus Dev Manager Advice Session Supervisors (paid & volunteer)

The post-holder will be a member of the Senior Leadership Team.

Main Purpose of Job

1. Ensure that advice services meet local needs, are effectively managed, consistently delivered and developed to achieve funder requirements, agreed KPIs, accreditation and contractual obligations, client outcomes and regulatory requirements.
2. Ensure that clients and the charitable objectives remain at the heart of the service.
3. Ensure delivery of high-quality advice services across multiple channels, maximising engagement and access.
4. Working as part of the senior leadership team to support the Board of Trustees and CEO to develop and monitor the strategic plans that reflect the mission, vision and values of the organisation.
5. Develop and maintain stakeholder relationships.

Principal Tasks and Responsibilities

1 **Planning and development**

- 1.1 Implement, monitor, and assess business plans as required by the CEO, and Trustee Board.

- 1.2 Provide the CEO with information on staffing and service delivery issues.
- 1.3 Coordinate activities, procedures, and systems, so as to develop and maintain common policies and/or practices within the appropriate service delivery area.
- 1.4 Participate in LCA initiatives as appropriate and contribute to the work of associated committees and working parties.
- 1.5 Support the strategic development of the LCA to ensure its management and services to clients reflect and support the needs of the community.
- 1.6 Research, identify and respond to advice needs, in particular the needs of marginalised groups and different geographical and demographical areas.
- 1.7 Support the implementation of a delivery model that reflects the Citizens Advice service's equality and diversity priorities.

2 Advice delivery and management

- 2.1 Manage the work of designated staff to ensure that operational delivery is robust and meets the requirements of service level agreements.
- 2.2 Manage and develop advice services and projects to ensure quality of advice, access and consistency are delivered throughout the service including ensuring quality of advice assessments, case checking and independent file reviews are operating effectively.
- 2.3 Ensure projects meet funder targets and are delivered within the budgets set by the CEO and Trustees, bringing any concerns or potential failings to the attention of the CEO as early as possible.
- 2.4 Lead the advice and project teams including ensuring there are regular team meetings for staff and volunteers.
- 2.5 Provide technical support and act as consultant to supervisors and advisers
- 2.6 Ensure client satisfaction is maintained at a high level, and manage and report on complaints.
- 2.7 Work with the communications team to ensure that service information, including on the website, is accurate, up to date and client focussed.

3 Research & campaigns

- 3.1 Work with the Chief Officer and communications team to develop, implement, manage, monitor and report on Research and Campaigns activities.

3.2 Oversee production of data and related analysis on clients, advice issues and outcomes, service and policy impacts.

4 Staff management and supervision

4.1 Overall responsibility for setting and monitoring an advice services workforce development strategy.

4.2 Work with the Head of Operations and the training team to implement and monitor effective people policies and procedures across the organisation.

4.3 Manage, motivate and support paid staff reporting to the post, currently Supervisors, project and contract staff.

4.4 Coordinate with Head of Operations on recruitment of advice delivery and supervision roles.

4.5 Work with those you manage to ensure the effective support, supervision and annual appraisal of all advice service staff and volunteers.

4.6 Work with supervisors and the training team to identify paid and volunteer staff training needs, and ensure needs are met.

5 External relations

5.1 In conjunction with the CEO and Head of Operations, develop and maintain relations with funders and partners as required, including attending meetings to support service delivery and development.

5.2 Ensure all funder requirements are met and that reports are submitted to track progress on all work delivered by the service.

6 Learning and professional development

6.1 Keep up-to-date with legislation relevant to the role, trends, ideas and thinking.

6.2 Attend and actively participate in regular Management team meetings and supervision sessions with the CEO.

6.3 Identify own learning and development needs and plan to meet them.

7 Administration

- 7.1 Ensure that the systems for producing service data and facilitating report preparation are maintained and developed in accordance with data protection legislation and local policies and procedures.
- 7.2 Produce comprehensive, analytical and developmental oral and written reports on the work of the service as required.

8 Other

- 8.1 Uphold and promote the Aims and Principles of the Citizens Advice Service.
- 8.2 Uphold and promote the Equality and Diversity policies of the Citizens Advice Service.
- 8.3 Work at the service's offices in Bracknell and Maidenhead and elsewhere as required.
- 8.4 In addition to the tasks and duties outlined in this job description, to undertake such duties which are generally compatible with the functions of the post.

Person specification

- Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of a busy service area.
- Strong people management skills with experience of managing a large team to deliver a range of services.
- Ability to contribute to the Management Team, including the ability to operate strategically, foster innovation and work collaboratively to deliver quality services.
- Ability to create 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.
- Demonstrable experience of leading people and teams through change.
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Experience of managing the development, delivery and quality assurance of multi-channel services that meet the needs of communities.
- Ability to develop and implement quality assurance systems, policies and procedures to meet standards set by accrediting bodies.

- Proven experience of developing, planning, monitoring, and evaluating and reporting on the outputs and outcomes of services and projects.
- Proven ability of monitoring and maintaining service delivery against agreed targets.
- Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing.
- Experience of effective partnership working and networking, with the ability to represent CAEB and deputise for the CEO at forums, steering groups and meetings with funders.
- Understanding of and empathy with the issues affecting the communities we serve and ability to use evidence to influence change through research and campaigns activity.
- Commitment to excellence in customer service and enthusiasm for continuous improvement of quality and service delivery.

Terms and conditions

Permanent contract for 37 hours per week, reduced hours will be considered for an exceptional candidate, but not to less than 30 hours a week.

Working from our Bracknell and Maidenhead offices primarily, and also visiting Slough outreach services.

This is primarily an office-based role, though flexibility for some hybrid working will be available by agreement.

Salary range depending on experience: £40,000 to £45,000 FT.

What we give our staff

- 5% employer pension contribution
- Generous holiday entitlement – 25 days plus 8 days Public Holidays
- Free parking at Maidenhead and Bracknell offices
- Employee Assistance Programme
- Employee Perks Programme

If you would like a job application form, please email
lizzy.clark@harrishill.co.uk