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| CAB  SCQF Level 8 | Bureau Co-ordinator Bureau |
| Department & Location:  Reporting To: | Operations/Local Bureau & Outreach Locations.  Senior Bureau Co-ordinator |
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| Purpose of Job | * To ensure the provision of a comprehensive and high quality face-to-face advice service to clients in your designated area through the co-ordination and support of volunteers and to ensure that quality of advice standards are met or exceeded. * To administer and manage the local facilities in accordance with established organisational procedures. * To develop and promote the service locally in your designated area in line with central leadership. * To maintain up-to-date skills, knowledge and experience in all key areas of advice and service delivery to provide a high level of mentoring competence and to deal with complex cases and surges in demand. |
| Competencies |  |
| Scope of Work | * As detailed in Degree of Autonomy. * To undertake any other specific duties that may be required. * Designated CAB, its outreach service and other appropriate locations throughout Fife. * All paid or unpaid placements as required and a minimum of 10 volunteers in the designated area. |
| Degree of Autonomy | **Bureaux Network Duties & Responsibilities**   * Conduct regular quality of advice checks to meet quality of advice auditing standards and ensure the competence levels of all Bureaux Co-ordinators. * Undertake other duties as defined by the Senior Bureau Co-ordinator or as required by the needs of the service. * Deputise for your line manager during periods of absence. * Undertake general advice related project work on an ad hoc basis as required by your line manager * Meet reporting requirements, including collating and interpreting data, preparing and presenting written reports. * Organise, prepare rotas and co-ordinate holiday arrangements. * Deal with client concerns and complaints (level 1)   **Designated Bureau Duties & Responsibilities**   * Responsible for the day to day operation of the bureau, including outreach services from that office. * Conduct regular quality of advice checks to meet quality of advice auditing standards and ensure the competence levels of volunteers as appropriate. * Lead, co-ordinate and manage a team of, placements and volunteers, including identifying volunteering opportunities within the bureau and to liaise with the Training and Volunteer Development Officer in the recruitment, induction and continued personal development of trainee and certified volunteers. * Co-ordinate the advice session supervision and mentoring process; including the appointment and supervision of advice session supervisors and volunteer mentors. * Work as part of a bureaux support network in consultation with the Advice Services Manager and Senior Bureau Co-ordinator and attend network meetings on a regular basis. * Ensure all aspects of clients’ enquiries are handled efficiently and effectively, including carrying out of regular quality of advice checks. * Responsible for ensuring, in liaison with other team members, that there are sufficient volunteers on duty to provide a frontline and outreach service. * Identify and lead on matters of social policy, supporting, encouraging and involving others, on a day-to-day basis. * Develop and promote the work of the organisation in the locality, including identifying and working with partners to improve access to the service in line with central leadership. * Represent the organisation at events and meetings. * As an employee of CAB you are required to work within its aims and principles and contribute to the development and revision of its policies and procedures. You are expected to identify your own training needs with your Line Manager and Training and Volunteer Development Officer and to attend in-house and external training courses as appropriate. |
| Processes | * Ensure accurate recording, progressing and monitoring of client cases in accordance with recognised good practice and internal procedures. * Collate statistical data, review and interpret performance data and submit regular written reports as required by management |
| Quality | * Adhere to CAB’s recognised good practice and standard processes and procedures to ensure governance and compliance at all times. Contribute to overall efficiency and quality of processes and procedures. * Ensure compliance with quality and statutory standards which requires maintaining a working knowledge of current local and national legislation, guidelines and key areas of advice. * Work within specified quality of advice and service standards |
| Skills | * IT Literate. * Customer facing expertise * Excellent written, oral and communication skills. * Organisational/planning skills. * Person specification requirements are detailed in person specification document. |
| Knowledge | * Understand aims and principles of policies and procedures and contribute to development and revision of these policies and procedures. * Identify and progress matters relevant to the remit and within current guidelines and processes. * Have and maintain expertise in relevant legislation, case law, codes of practice related to this field of work. |
| Personal Development | * Identification of personal strengths and weakness, as well as identifying personal training needs. * To attend in-house and external training courses as appropriate |