**Kincardine and Mearns Citizens Advice Bureau**

**Chief Officer**

**Job Description**

**Hours per week: 35**

**Salary: c £35,000 + 5% matched employer pension contribution**

## Summary of Main Responsibilities:

The Chief Officer will be responsible for the overall operational and strategic management of Kincardine and Mearns Citizens Advice Bureau (KAMCAB) within guidelines set by the Board of Trustees and membership of the Citizens Advice network.

They will work closely with the board to develop and implement strategic and operational plans and manage a staff team to effectively implement them. They will create a positive and efficient working culture, supporting and empowering teams and build and maintain strong effective partnerships with stakeholders.

They will be comfortable with managing finances at a senior management level including leading on budget preparation, income and expenditure monitoring and forecasting. They will be responsible for securing sufficient financial resources to support business continuity and project development and promote the work of the bureau to assist in securing additional funding

Stakeholder management is also key to this position and they will be responsible for maintaining current contracts including leading as contract holder for Aberdeenshire Consortium in addition to developing new services and opportunities for collaboration

**Main Responsibilities:**

Core Management Responsibilities

* To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board
* To lead as key contract manager in relation to the Information and Advice contract with Aberdeenshire council.
* To develop and strengthen the role of the Bureau in the community
* To ensure that the Bureau adheres to the Aims, Principles and Policies of Citizens Advice Scotland (CAS)

Management of staff

* Work with the management team to ensure the Bureau is adequately staffed during opening hours
* Work with the management team to ensure effective volunteer provision is in place and to ensure adequate training is provided to achieve competence standard
* To develop and implement the Bureau’s equal opportunities policy
* To provide staff support, supervision, appraisal and development
* To oversee and carry out staff recruitment
* To hold regular staff meetings and ensure discussion on all relevant Bureau matters
* Work with the management team to determine staff personal training requirements and develop and implement training plans to meet these needs
* Work with the management team to ensure staff participation in ongoing training
* To manage all ongoing HR requirements and seeking the board’s assistance and approval in any issue that may result in a claim against the bureau
* Liaise with CAS HR and the bureau’s legal advice provider where appropriate

Advice Service

* To ensure that accurate information and advice is given
* To put in place and implement a quality control system for the monitoring of the service provided to clients and identifying training and/or support needs
* To prepare full, accurate and regular reports on all Bureau activity as required by the Board
* To ensure the bureau’s debt and money advice service meets legal requirements set by the Financial Conduct Authority and the Accountant in Bankruptcy
* To ensure that the bureau’s tribunal work is carried out within best practice for lay representatives
* To meet the standards of the Scottish National Standards for Information and Advice Providers and prepare the bureau for audit by the Scottish Legal Aid Board
* To maintain accurate statistics of client enquiries and ensure their timely despatch to CAS

Finance and Budgeting

* To develop and implement an effective fundraising strategy identifying opportunities for funding from grants and trust and through community fundraising
* To control Bureau spending within the limits set by the Board and to ensure an accurate record of all expenditure is maintained
* To ensure that the Board is provided with accurate costings for all areas of planned activity
* To prepare annual projected budgets and six month reviews for approval by the board
* To ensure that funding brought in meets the requirements of the bureau and enables priorities outlined in the bureau business plan and any strategy be met
* Provide progress and monitoring reports to funders as requested
* To identify new sources of appropriate funding that will develop the bureau in line with the bureau business plan
* To work with the treasurer to ensure that annual accounts are prepared for annual audit

Marketing and Stakeholder Engagement

* To develop and implement a marketing strategy which ensures that the work of the bureau is promoted to the local community and key stakeholders
* To seek opportunities for press and media coverage of the work of the Bureau including social media
* Positively liaise with key members , stakeholders and officers of the Local Authority and proactively participate in appropriate Council groups
* To represent the Bureau in local networks as and when required
* To maintain and develop existing contacts with funders and other agencies
* To liaise and maintain links with appropriate statutory, voluntary and professional bodies
* To contribute to and participate in the activities of CAS and to represent the Bureau as required by the Board. Maintain and develop the Bureau’s role and relationship with CAS and other national agencies

Facilities and Administration

* Work with the management team to design and maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau
* To ensure that the Bureau premises and equipment are maintained to as high a level as possible and that the requirements of Health and Safety legislation are met
* To provide committee services as required to the Board
* To provide the Board with reports and policy guidance on relevant matters
* To ensure all facilities requirements of the bureau are met including maintenance and repairs

Management of bureau IT facilities

* To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems and procedures to ensure the smooth operation of the bureau objectives
* To ensure that all staff have access to, and are adequately trained in, the bureau IT systems and software applications to perform effectively
* To advise the Board, in conjunction with CAS staff, on matters of IT planning, security, maintenance and budgeting
* To promote user confidence in, and facilitate the introduction of, IT systems within the bureau
* Ensure the adherence to, and compliance with, the bureau legal obligations under such as GDPR

Other

* To keep abreast of the latest developments in the information and advice field and advise the Board on the need for change and development
* To carry out any other reasonable task as requested by the Board.

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CHIEF OFFICER** | **COMPETENCIES** | |
|  | **ESSENTIAL** | **DESIRABLE** |

|  |  |  |
| --- | --- | --- |
| **QUALIFICATIONS** | At least 5 years experience within a similar organisation or field | * Management qualification * Fundraising qualification |

|  |  |  |
| --- | --- | --- |
| **EXPERIENCE** | Leadership experience in a comparable working environment  Managerial experience in staff recruitment, training, supervision and performance management  Experience in staff appraisal and development, and in the use and development of KPIs  Experience in financial/budget control and risk management   * Experience in completing funding applications * Project management * Experience of relationship management with key stakeholders/funders * Experience in carrying out marketing activities * Experienced in office administration | * Contract Management * Community Fundraising * Carrying out social policy campaigns * Experience of facilities management * Experience and demonstrable success of grant funding and competitive tendering * Experience of managing and reporting on statutory and institutional funding |

|  |  |  |
| --- | --- | --- |
| **SKILLS AND**  **ATTRIBUTES** | * Financial management expertise * Excellent written and oral communications skills * Ability to conduct detailed negotiations * Project management and ability to manage change * Skilled in report writing * Able to work to budget * Ability to work under pressure and manage complex situations * Keen analytical skills * Good understanding of office technology and the role of effective IT systems. * Experience of statistical analysis for monitoring and evaluating purposes | * Ability to build on and strengthen existing professional networks * Awareness of the social needs of local communities and services provided by the voluntary sector |

|  |  |  |
| --- | --- | --- |
| **KNOWLEDGE** | * Understanding of social exclusion issues and the role of the voluntary sector * Knowledge of methods of fundraising and standards * Understanding of local authority structures * Knowledge of committee procedures * Awareness of the needs and responsibilities of GDPR and Data Protection Act | * Knowledge of procurement processes * Knowledge of Health and Safety legislation and employer responsibilities * Understanding of the current and evolving welfare reform or advice sector landscape |

|  |  |  |
| --- | --- | --- |
| **VALUES** | * Proven ability to work as part of a team. Commitment to staff welfare * Ability to challenge constructively and sensitively. * Commitment to high levels of client satisfaction and quality * Commitment to partnership working * Dynamic and well organised -ability to work independently Commitment to collaboration and working with others to find solutions | * Forward thinker with a creative outlook * Understand of and commitment to the aims and principles of the CAB service |