**Job Title:** Chief Officer

**Responsible to:** Board of Trustees

**Responsible for:** All paid and unpaid staff

**Salary:** £35,000 per annum plus 10% employer pension contribution

**Hours:** 35 hours per week

# Job description

**Key responsibilities**

* Overall operational and strategic management of Angus Citizens Advice Bureau (SCIO) within guidelines set by the Board of Trustees and membership of the Citizens Advice network
* Effective line management of staff
* Represent the interests of the Bureau at partner and stakeholder meetings whilst strengthening the role of the organisation within the community
* Develop and agree the long-term strategic aims of the Bureau with the Board of Trustees as well as identifying appropriate sources of and applying for funding for Bureau services.
* Effectively manage Bureau finances and prepare reports for the Board of Trustees and funders as and when required
* To ensure the Bureau meets the aims, principles and policies set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice
* Ensure the management and maintenance of all Bureaux premises and equipment and Health & Safety legislation is adhered to

**Staff Management**

* Responsible for ensuring the management and welfare of staff, their development and support and supervision.
* Responsibility for ensuring the recruitment and selection of paid and volunteer staff meets the Bureau’s needs
* Review and develop volunteer recruitment strategies with the Operations Manager
* Manage holidays, sickness, grievance and disciplinary issues that arise
* Conduct regular meetings with staff and support them in developing skills and training for their role
* Ensure staff and volunteer policies and procedures are up to date and compliment the operation of the Bureau as well as being in accordance with current legislation

**Strategy**

* Lead in building and maintaining good working relationships with relevant local and national statutory, voluntary and community organisations, including Citizens Advice Scotland
* Ensure the Bureau is represented at local and national networks, forums and meetings etc
* Identifying the needs of clients and key trends within the advice sector to inform Bureau services
* Identify, develop and complete applications for funding
* Ensure relevant information on the range of Bureau services is provided to the public and other key stakeholders and the preparation and issue of press statements and other public communications including those on social media sites

**Finance & Budgeting**

* To control Bureau spending within the limits set by the Board and ensure an accurate record of expenditure is maintained
* To advise the Board on matters of operational expenditure
* To plan and manage project budgets in accordance with the requirements of funders and engaging with funders when necessary
* To assist the Board in preparation of annual accounts

**Board Advice & Guidance**

* Report on developments within Citizens Advice Scotland and the obligations of membership of the Association to the Board
* Report to the Board on appropriate developments within advice and horizon scanning
* Ensure the Board is informed of their legal obligations and compliance issues
* To provide committee services to the Board when required
* To carry out any other reasonable task as requested by the Board

**Quality of Service**

* Ensure services comply with CAS membership and Scottish National Standards for Information & Advice Providers or other relevant Quality Assurance Scheme along with the Operations Manager
* Set standards and assess performance and where required, lead development plans for improvement
* Lead the development, implementation and review of operating policies and procedures in consultation with the Operations Manager to ensure effective service delivery
* Review service delivery and analyse trends for planning and development in consultation with the Operations Manager
* Ensure appropriate information is provided to funders, the Board and wider stakeholders both on a planned and ad hoc basis
* Assist the Board of Trustees with governance issues and ensure compliance with the Constitution
* To prepare full, accurate and regular reports on all Bureau activity as required by the Board of Trustees.
* To manage the complaints process in line with Scottish Association of Citizens Advice Bureau policy and procedure.

**Misc**

* Ensure all statutory and regulatory requirements are met including returns to the Office of the Scottish Charity Regulator, Financial Conduct Authority and Citizens Advice Scotland.
* To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Angus CAB (SCIO) Board of Trustees

# Person specification

**Knowledge, skills and experience**

**Essential**

* Good general education
* 2 years managerial experience including staff recruitment, training and supervision
* Experience in project management
* Experience in staff appraisal and development
* Financial management expertise
* Good understanding of technology and the role of effective IT systems in both an office setting and in delivering services
* Experienced in office administration
* Ability to conduct detailed negotiations
* Excellent written and oral communications
* Excellent organisational skills
* Skilled at interpersonal relationships and people management
* Keen analytical skills and the ability to work under pressure
* Skilled in report writing
* Ability to manage change and development
* Committed to team working approach
* Proven ability to work as part of a team
* Support the principle of voluntarism
* Commitment to the Aims and Principles of the CAB service
* Understanding of local authority structures and the third sector
* Ability to work with the media
* Ability to travel within the local CAB area and elsewhere as required

**Desirable**

* Management qualification at HE or equivalent level
* 2 years paid/unpaid work in the advice field
* Experience in management or paid/unpaid work in the voluntary sector
* Knowledge and understanding of the needs of the Angus area

**Additional requirements**

* The post is subject to the receipt of a satisfactory basic disclosure
* The post is subject to Criminal Convictions Declaration

**The Angus** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**