

## ROSS AND CROMARTY CITIZENS ADVICE BUREAU: BUREAU MANAGER JOB DESCRIPTION

- > **Job Title: Bureau Manager**
- > **Responsible to: Ross and Cromarty Citizens Advice Bureau Board of Directors**

### About the role

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Job Title	Bureau Manager
Responsible to.	Board of Trustees
Location	Alness and Dingwall but covering Ross and Cromarty
Salary	£32,000 p.a.
Hours	35 hours per week (full time)
Closing date	26 <sup>th</sup> April
Interview date.	30 <sup>th</sup> May

### Job description

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#### Key responsibilities

##### Overall operational control and management of the Bureau

##### Management of staff

- To ensure planned and effective recruitment and selection of staff and volunteers
- To ensure Induction and Adviser training is achieved to competent standard
- To develop and implement the Bureau's equal opportunities policy
- To provide support, supervision, appraisal and development to the paid staff
- To ensure all staff are provided with support, supervision, training and development opportunities
- To hold regular team meetings and ensure discussion on all relevant operational and strategic matters
- Working closely with the Board, ensure 'all staff' meetings are held to discuss organisation-wide matters
- Determine staff personal training requirements, develop and implement training plans to meet these needs and ensure staff participation in ongoing training
- To enable and support effective working in a hybrid working environment
- To ensure staff recruitment, selection and appointment processes are compliant with employment and equalities legislation and demonstrate good practices.

## **Finance and Budgeting**

- To control Bureau spending within the limits set by the Board of Trustees
- To ensure an accurate record of all income and expenditure is maintained
- To ensure budget recording and monitoring systems are maintained for all funding streams
- To advise the Board on matters of operational expenditure
- To ensure that the Board is provided with accurate costings for all areas of planned activity
- To assist the Treasurer or any other appropriate Board member in the preparation of annual projected budgets and make representations to funders, as required, by the Board
- To ensure internal audit systems are maintained
- To ensure funder reports are prepared accurately and submitted timeously
- To ensure all accounts are prepared for annual audit and where requested occasional funder audit

## **Administration**

- To ensure effective administrative systems and procedures are maintained and regularly reviewed.
- 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 ensure the Board is provided with administrative and committee support
- To ensure the adherence to and compliance with Citizens Advice Service Membership Conditions, Legal and Regulatory requirements including General Data Protection Regulation, Company and Charity law, Health and Safety, Employment and safeguarding.
- To provide the Board of Directors with reports and policy guidance on relevant matters e.g. charity governance, legal and regulatory requirements, public policy, etc.

## **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 and confident in using, 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

## **Social Policy**

- To ensure that the bureau carries out local social policy work as required and engages with local and national campaigns in furthering the second aim of Citizens Advice Bureaux

## **Publicity and Marketing**

- To use social media and other appropriate platforms to promote the services, campaign work and achievements of the bureau
- To seek opportunities for press and media coverage of the work of the Bureau
- To develop the Bureau's website.

## **Delivery, development, and Quality of advice services**

### **Advice Services**

- To ensure all services and reception are adequately and appropriately staffed during opening hours
- To ensure the Bureau's case management policy and procedures are adhered to and compliant with Scottish National Standards and CAS Membership standards.
- To ensure administrative systems and resources are in place for multi-channel contact with the public and support case management compliance with quality standards
- To monitor quality of advice by regularly reviewing case checking process and outcomes;
- To ensure quality of advice internal systems and outcomes are a standing item on the management team meeting agenda, discussing case checking reports and identifying staff training and/or support needs
- To ensure that service to clients is within the spirit of the bureau's Equal Opportunities Policies
- To ensure additional support and effective access to second tier support for complex and challenging cases
- To ensure advice services are accessible via different channels and community locations
- To identify and make applications to new funding streams to continue and develop the service, in line with the strategic plans agreed by the board
- To ensure that resources are used effectively by working collaboratively with other local advice and support services

## **Audit and Quality Assurance**

- To participate in the audit process conducted by CAS, by compiling information, undertaking research and preparing reports
- To ensure quality control systems for the monitoring of the service provided to clients are maintained and regularly reviewed by the management team
- To lead re-accreditation through Scottish National Standards (SNSIAP) ensuring the appropriate procedures are in place to facilitate completion of both the peer review and organisational audit
- To prepare full, accurate and regular reports on all Bureau activity as required by the Board of Trustees

## **Strategic and Operational Relationships**

- To liaise with members and officers of the Local Authority and participate in appropriate Council and Community Planning groups
- Maintain and develop relationships with partners and stakeholders, including community groups and third sector organisations, NHS Highland, Ross and Cromarty Community Planning Partnerships and more.
- To participate in the Chief Officers CAB Scotland network to ensure strategic involvement and contribution locally and nationally
- To maintain and develop relationships with all Highland CABs
- To maintain and develop contacts with current and potential funders
- To contribute to and participate in the activities of CAS and to represent the Bureau as required by the Board
- To maintain and develop the Bureau's role and relationship with CAS and other national agencies

*The above job description is not exhaustive.*

## Person specification

### Knowledge, skills and experience

	<b>COMPETENCIES AND CRITERIA</b>
<b>EXPERIENCE</b>	<p>3 years minimum managerial experience in a public facing service delivery organisation including:</p> <ul style="list-style-type: none"> <li>• Staff and volunteer management and development</li> <li>• Service delivery and development</li> <li>• Managing multi stream funding and budgets</li> <li>• Managing effective office administration including IT systems</li> <li>• Dealing with employment issues, data protection, complaints, health and safety and other regulated matters</li> <li>• Securing project funding and completing reports as per funders requirements</li> <li>• Leading and preparing for quality of advice, organisational and financial audits</li> </ul>
<b>SKILLS AND ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Ability to provide leadership within the Bureau</li> <li>• Excellent written and oral communications skills with ability to conduct detailed negotiation, work with the media and write effective reports.</li> <li>• Project management skills</li> <li>• Confident in using Word, Excel and other Microsoft programmes</li> <li>• Ability to work to budget</li> <li>• Ability to work under pressure</li> <li>• Good analytical skills</li> <li>• Ability to manage change and development</li> <li>• Flexibility and able to adapt quickly to changing environment</li> <li>• Calm, focused and able to handle difficult or challenging situations</li> <li>• Ability to problem solve and be solutions focused</li> <li>• Ability to work collaboratively with staff and partners and represent the Bureau and its work in a positive way</li> </ul>
<b>VALUES AND ATTITUDES</b>	<ul style="list-style-type: none"> <li>• Commitment to and experience of working as part of a team</li> <li>• Support of the principle of voluntarism. Ideally candidates will have experience of working/volunteering in the sector, but if not, will demonstrate understanding and commitment of key values of advice sector</li> <li>• Experience of implementing Equal Opportunities Policies and practices</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of local authority structures and decision-making processes.</li> <li>• Knowledge of committee procedures</li> <li>• Understanding of compliance frameworks and audit</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of the benefits of IT and digital inclusion</li> <li>• Good understanding of office technology and the role of effective IT systems.</li> <li>• Awareness of the reasons people approach the bureau for advice and support</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Ability to easily travel within the local CAB area and elsewhere, as required and willing to work outside office hours from time to time.</li> </ul>

### **Additional requirements**

Due to the limited public transport services available, having access to personal transport would be advantageous.

Please note that this post is subject to a satisfactory Basic Disclosure check.

**Ross & Cromarty Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**