**Citizens Advice Bureau Manager: JOB DESCRIPTION**

Job Title: Bureau Manager

Responsible to: Board of Directors (directly to the Chair)

Responsible for: Staff and volunteers,

**Background**

The prime function of all paid posts in the bureau is to support the organisation’s volunteer based generalist advice and representation service and to contribute to national and local policy development activities.

While each worker holds their own specialist skills, knowledge and role within the organisation, every worker is expected to work with and assist each other worker to promote and provide the high quality advice provision expected from a CAB.

The specific function of the Bureau Managers post is to ensure that the organisation conducts its business in a professional legal and appropriate manner within the constraints of relevant legislation, the policies and procedures agreed by the directors and in accordance with the membership conditions of The Scottish Association of Citizens Advice Bureau (CAS) and to manage and motivate both paid staff and volunteers

**Summary of main responsibilities:**

* Overall operational control and management of the Bureau (within the guidelines laid down by the Board of Directors)
* Management of all paid and volunteers and line management of specified staff
* To control Bureau spending within the limits set by Board of Directors
* Ensuring the effective and efficient use of resources
* Ensuring that all aspects of client enquiries are handled efficiently and effectively
* Achievement of all performance indicators related to provision of services to clients
* Ensuring compliance with all data protection legislation
* Implementation of all Health and Safety polices
* Representing the Bureau to other agencies
* Provision of support for the Board and assisting the Board to design and develop the Bureau’s long term strategic aims.
* Ensuring effective use of Information Technology

**General Management Responsibilities**

* To develop and strengthen the role of the Bureau in the community
* To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board of Directors
* To ensure that the Bureau adheres to the Aims, Principles and Policies of Citizens Advice Scotland

**Management of staff**

* To ensure the Bureau is adequately staffed.
* To organise the recruitment and selection of volunteers and ensure training to achieve Citizens Advice Scotland standards
* To implement the Bureau’s equal opportunities policy
* To ensure the provision of staff support, supervision, appraisal and development
* To determine staff personal training requirements and develop and implement training plans to meet these needs
* To ensure staff participation in ongoing training
* To maximise volunteer and staff engagement with the work of the Bureau

**Advice Services**

* To participate in Continuous Professional Develop to ensure currency in all aspects of Bureau work
* To be available to staff and volunteers for consultation on all complex or unusual enquiries
* To ensure that the information system is accurately updated
* To facilitate the compilation and updating of a local information system
* To ensure that all sensitive information is handled with due care and attention
* To ensure that the Bureau complies with relevant Data Protection legislation
* To maintain a system for the efficient handling of all Bureau correspondence
* To ensure that accurate information and advice is given to clients
* To ensure that comprehensive case records are kept
* To ensure that service to clients meets the Association's Equal Opportunities Policies

**Finance and Budgeting**

* To ensure an accurate record of all expenditure is maintained
* To advise the Management Committee on matters of operational expenditure
* To ensure that the Board of Directors is provided with accurate costings for all areas of planned activity
* To assist the Treasurer or any other Chair of a Board Standing Committee in the preparation of annual projected budgets and make representations to funders, as required, by the Board of Directors
* To implement the Bureau Fund Raising Strategy
* To generate income from a wide range of appropriate funding sources
* To lead in the identification of funding streams
* To develop and submit applications to potential Funders.

**Representing of the Bureau**

* Liaise with members and officers of the Local Authority and participate in appropriate Council groups
* To contribute to and participate in the activities of the CAS and to represent the Bureau as required by the Board of Directors
* 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 maintain and develop the Bureau’s role and relationship with CAS and other national agencies

**Evaluation**

* To lead the 3 yearly evaluation of the Bureau by compiling information, undertaking research and preparing reports
* To ensure there is a quality control system in place for the monitoring of the service provided to clients
* To prepare full, accurate and regular reports on all Bureau activity as required by the Board of Directors
* To maintain accurate statistics of client enquiries and ensure their timely despatch to CAS head office

**Administration**

* To design and maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau
* To ensure that the requirements of Health and Safety legislation are met
* To ensure the Bureau premises and equipment are maintained to as high a level as possible
* To contribute to the implementation of the Bureau Communication Strategy including seeking opportunities for press and media coverage to raise the profile of the Bureau
* To provide the Board of Directors with reports and policy guidance on relevant matters
* To undertake horizon scanning for new opportunities or potential threats and challenges.

**Other**

* To be aware of the latest developments in the information and advice field and advise the Board of Directors on the need for change and development
* To carry out any other reasonable task as may be required for the effective operation of the Bureau.

**Aberdeen Citizens Advice Bureau, SC009674 – a Registered Scottish Charity**

**February 2019**

**MANAGER - PERSON SPECIFICATION**

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| MANAGER | **COMPETENCIES** |
| **QUALIFICATIONS** | * Education to degree level or equivalent. |
| **EXPERIENCE** | * Managerial experience in staff recruitment, training and supervision * Financial management * Experience in staff appraisal and development * Experienced in office administration * Experience of managing office IT systems |
| **SKILLS AND ATTRIBUTES** | * Excellent written and oral communications skills * Effective negotiations * Project management * Skilled in report writing * Budget setting and management * Proven analytical skills * Change Management |
| **VALUES AND ATTITUDES** | * Commitment to team working approach * Support of the principle of voluntarism * Commitment to the implementation of Equal Opportunities Policies and practices |
| **KNOWLEDGE** | * Understanding of the Charity, Public and Third Sectors * Understanding of the principles of good governance. |
| **OTHER** | * Ability to engage with the media. |

Updated February 2019