**Job Title: Deputy Chief Executive Officer**

**Job Description**

**Key Responsibilities**

**Main areas of responsibility:**

**Developing our People**

* Provide line management of the Service development Manager
* Providing leadership, direction, and motivation for staff and volunteers involved in the day-to-day delivery of services and community engagement
* Ensure plans are in place for training and developing staff to build capacity and capability to suit business needs
* With the CEO, building and maintaining a high-performance culture, evidenced through effective management of performance
* Developing and maintaining effective working relationships with the CEO and the Board of Directors/Trustees
* Ensuring that the day-to-day operations of the organisation are effectively and efficiently managed and conducted within the framework, resources and timescales agreed

**Developing our Relationships**

* Deputising for the CEO internally and externally, upon request, in a range of functions
* Developing and maintaining effective strategic relationships with key stakeholders including the local Voluntary and Community Sector, elected members and senior officials of North Lanarkshire Council, NHS, Citizens Advice Scotland and the wider CAB network.
* Acting as a key representative of the organisation ensuring that a positive reputation is built and maintained and promoting strong links with all stakeholders

**Delivering our Services**

* Contributing to the development and implementation of Airdrie CAB’s strategic and operational plans and income generation strategy.
* Leading on/contributing to funding applications and proposals to a diverse range of funders including charitable trusts and foundations; corporate organisations and statutory bodies
* Ensuring that the day-to-day operations of the organisation are effectively and efficiently managed and conducted within the framework and timescales agreed with funders
* Managing the reporting of performance against an outcome framework agreed with funders.

 **General**

* Any other reasonable duties specified by the CEO
* We reserve the right to vary or amend the duties and responsibilities of the post-holder at any time according to the needs of the organisation’s business.
* There is a requirement to work evenings and weekends as necessary in order to ensure appropriate fulfilment of duties.

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# Person specification

**Knowledge, skills and experience**

**Essential**

* At least 5 years in people management (including: recruitment, training, appraisals, performance)
* Financial management (setting budgets income and expenditure)
* Strategic business planning and organisational development
* Monitoring and improving service delivery against agreed targets
* Excellent written and oral communications skills at all levels
* Proven skills in negotiating, mediating and partnership working
* Ability to juggle competing priorities
* Ability to work well & remain calm under pressure
* Keen analytical skills and attention to detail
* Ability to manage change and development
* Excellent interpersonal skills
* Commitment to team building and working
* Support of the principle of voluntarism
* Experience of implementing Equal Opportunities Policies and practices
* Understanding of local authority structures
* Knowledge of committee procedures and charity law
* Understanding of social policy work
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc
* A proven ability to work effectively with a wide variety of stakeholders.

**Desirable**

* Working with volunteers
* Complex casework (advice or other sector)
* Quality assurance and audit Project management
* Training and presentations
* Representation and advocacy skills
* A commitment to the aims, principles and policies of Citizens Advice Bureau

**The Airdrie Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.Charity number: SC012238 Charity name: Airdrie Citizens Advice Bureau**