**ABERDEEN CITIZENS ADVICE BUREAU**

**Deputy Manager: JOB DESCRIPTION**

Name of Employer: Aberdeen Citizens Advice Bureau

Job Title: Deputy Manager

Responsible to: Bureau Manager

Responsible for: Paid advisory staff

Volunteer advisory and administrative staff

**Summary of Main Responsibilities:**

* To support the Bureau Manager in the day to day management of the bureau
* To support the Bureau Manager in leading ongoing and future change processes at the bureau
* To support and develop the volunteers services
* To participate in the development bureau policies and procedures

**Key Responsibilities**

* To provide support for all paid and volunteer adviser and administrative staff by being available for consultation
* To participate in recruitment, training and ongoing appraisals of volunteers and paid staff
* To provide specialist support for adviser level staff
* To act as Health & Safety representative and have responsibility for health and safety and general premises matters
* Overseeing recruitment campaigns for volunteer staff
* Assisting the Manager in matters relating to the production of the Annual Report and organisation of the AGM

**Support**

* To provide day to day volunteer support especially in relation to complex or unusual enquiries
* Taking measures to ensure correct information is given and that accurate records are kept
* Providing management support and supervision of designated staff

**Monitoring and Progressing Ongoing Client Cases**

* Monitoring case records to ensure they are recorded correctly on the electronic case management system
* Ensuring that research work, telephone calls/correspondence relating to casework has been undertaken timeously
* Ensuring that case records and file correspondence are kept up to date and dealt with effectively and appropriately
* Ensuring that positive financial gains are recorded on behalf of bureau clients in accordance with CAS guidance

**Training**

* To assist in the recruitment and training of both paid bureau staff and volunteers
* Ensuring staff accurately record training on their CASLearn accounts
* Overseeing the organisation and delivery of adviser training programmes and ongoing specialist training programmes for experienced workers
* Taking responsibility for induction and ongoing training of paid staff

**Liaison**

* To assist the Bureau Manager to create an awareness within the community of the role of the CAB
* To assist the Bureau Manager in the interface with external agencies
* To contribute and participate where appropriate in CAS activities

**Board Support**

* To support the Board of Aberdeen CAB by carrying out all administration, including taking minutes of Board Meetings.
* Taking responsibility for induction and ongoing training of board members
* Support the chair in board activities including recruitment of directors

To carry out any other reasonable tasks as delegated by the Bureau Manager

**Person Specification – Deputy Manager**

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|  | **ESSENTIAL** | **DESIRABLE** |
| QUALIFICATIONS | * Good general education
 | * Evidence of management training or qualification.
* Certificates at Higher level or above
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| EXPERIENCE | * Experience in recruitment, training and development.
* Experienced in office administration.
* Good understanding of office technology and the role of effective IT systems.
* Experience of delivering quality standards and monitoring service delivery against agreed targets.
 | * At least two years paid or unpaid work in the voluntary sector.
* 1 year’s paid or unpaid work in advice field.
* Experience in voluntary sector management.
* Have a good understanding and working knowledge of the benefits system
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| SKILLS AND ATTRIBUTES | * Ability to motivate both paid and unpaid colleagues
* Ability to delegate effectively and appropriately.
* Effective written and oral communications skills.
* Skilled in report writing.
* Computer proficient.
* Ability to work under pressure.
* Keen analytical skills.
* Ability to manage change and development.
* Ability to communicate effectively and conduct detailed negotiations.
 | * Statistical analysis skills.
* Project management.
* Ability to work with other Community Groups.
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| VALUES AND ATTITUDES | * Commitment to team working.
* Commitment to equality of opportunity
* Support the principle of volunteerism.
 | * Proven ability of working as part of a team within a community development or volunteer setting.
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| KNOWLEDGE | * Knowledge of CAB service.
* Understanding of local authority structures.
* Knowledge of committee procedures.
 | * Awareness of the needs of local communities.
* Awareness of the needs and responsibilities of the Data Protection Act and General Data Protection Regulations.
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| OTHER | * Ability to work with the media.
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Updated April 2019