

Stirling District Citizens Advice Bureau Ltd

**Employer:** Stirling District Citizens Advice Bureau Ltd

**Location:** Stirling

**Job Title:** Deputy Manager

**Responsible To:** Chief Executive Officer

**Hours:** Full Time, 35 hours per week

**Salary:** £30,000 & 3% employer contributory pension

**Contract term:** Permanent

**Summary of main responsibilities:**

The Deputy Manager has day to day operational responsibility for the delivery of the bureau’s core advice service. The post holder will ensure a quality service is delivered in line with the Scottish National Standards and the Bureau’s Citizens Advice membership and will provide to the Chief Executive Officer all necessary reporting, data and case study information required. The Deputy Manager is responsible for maintaining a disciplined, professional office working environment and ensures its compliance with the Bureau’s health, safety and other working polices, practices and procedures.

The post holder will also work as part of the Senior Management Team and will deputise for the Chief Executive Officer when required to do so. The post requires a Basic Disclosure certificate.

**General Responsibilities**

* Overall responsibility for effective operation of the day to day management of Bureau generalist advice services
* Ensure that all advice provided meets the requirements of both Scottish National Standards and Citizens Advice Scotland membership schemes
* Ensure that the Bureau quality of advice including case recording is of the highest quality, ensuring that case checking is regular, and cases are managed in a timely manner.
* Ensure that there is always sufficient staff and volunteers so that generalist advice services run smoothly & production of weekly volunteer rota
* Chair monthly General services meetings and quality assurance meetings including ensuring minutes are taken and agendas produced and distributed in advance of meetings
* Assist the Chief Executive Officer with organisational/service development
* Act as part of Senior Management Team
* To oversee the smooth running of reception ensuring sufficient cover always.
* To work in conjunction with the Volunteer Co-ordinator to meet the training needs of Volunteers including giving input into the Advisor Training Program
* To provide support for volunteer workers particularly in relation to complex client enquiries by being available for consultation during advice sessions.
* Ensure that data and statistics are available to the Chief Executive Officer on numbers of clients, client profiles, type of enquiries and service availability to assist with provision of a service that is fit for purpose
* Line management of volunteers & the Volunteer Coordinator including undertaking their appraisal & support volunteer Joint Progress Reviews where required.
* Assist with staff and volunteer recruitment if required

* Ensure that advice related policies and procedures are fit for purpose and up to date
* Ensure the bureau is undertaking required social policy work – CEO oversees this
* Meet bureau requirements for staff supervision and appraisals (Volunteer Coordinator)
* Attend and contribute to staff meetings and annual general meeting
* Ensure that good relationships are developed with outside agencies
* Always promote a positive image of the bureau both internally and externally.
* Any other duties reasonably required by the Chief Executive Officer.

**Person Specification**

**Deputy Manager – Key Skills and Attributes**

**EXPERIENCE**

* Ten years plus experience in advice casework with in-depth technical knowledge of CAB Operating Procedures
* Knowledge of welfare rights/money advice
* Experience in recruitment of staff and volunteers
* Experience of writing and delivering training modules
* Experience in collation and report writing
* Staff management experience
* Experience in achieving accreditation to National Standards
* In depth knowledge of Citizens Advice Scotland membership
* Experience of managing an office environment
* Experience of Managing Health & Safety

**SKILLS AND ATTRIBUTES**

* Excellent communication skills
* The ability to prepare and deliver training
* The ability to work on one’s own initiative and an ability to prioritise workload
* The ability to motivate others and work in a team setting
* Fully IT literate with MS Office and CAB Case Management System
* The proven ability to produce reports
* The proven ability to liaise with outside agencies
* Ability to contribute to bureau development and strategy
* Experience of developing and implementing risk management procedures
* Knowledge of recruitment and selection procedures
* The ability to undertake research and use resource materials.