



DEPUTY MANAGER
Job Description

Context of role

Reporting to the Chief Executive of Inverness Badenoch and Strathspey Citizens Advice Bureau

Role purpose

- To oversee the operational management of the Bureau including delivering quality advice services to clients.
- To deputise for the Chief Officer in their absence and fulfil the responsibilities of that role.

Location: Working across various sites currently:

Inverness
Aviemore
NHS Highland locations within Inverness, Badenoch and Strathspey

Depending on the needs of the service, work may also be carried out at outreach locations throughout our area as required.

Salary: Scale between £32,000 up to £40,329 per annum (depending upon experience and ability to perform all aspects of the role immediately upon appointment).

Benefits: 35 days annual leave including public holidays and a 5% employer's contribution to pension rising to 40 days after 5 years.

Hours: Full time - 35 hours per week (Monday to Friday, core hours are 09:00 – 17:00). Job share considered.

Term: Permanent

The application process:

Application deadline: **Monday 4th October 2021 at 12 noon**

Interview Date and Location: Week commencing 18th October in Inverness

Interview Format: 10 minute presentation followed by 50 minute panel interview.

Please email applications to: alasdair.christie@invernesscab.org

Planning and development

- Monitor, assess and/or implement the development plan as required by the Citizens Advice Scotland membership scheme
- Advise the chief officer on staffing and service delivery issues
- Co-ordinate activities, procedures and systems so as to promote common policies and/or practices within the appropriate service delivery area
- Implement IT and other resource strategies within Citizens Advice Scotland guidelines
- Participate in bureau initiatives as appropriate and contribute to the work of associated committees and working parties
- Support the strategic development of the bureau to ensure its management and services to clients reflect and support the Citizens Advice Scotland services equality and diversity strategy

Service delivery

- Supervise the work of designated staff to ensure that standards meet Citizens Advice Scotland requirements
- Provide technical support and act as consultant to the advisers
- Ensure service delivery and adequate cover from available staff
- Monitor the quality of advice given to clients
- Maintain and develop standards of service delivery
- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
- Undertake advice work as and when required with areas of expertise.

Staff management

At November 2021 this post will have overall management responsibility through reporting staff for the Welfare Rights Team, Money Advice Team, Housing Advice Officer, Energy Projects, Employment and Equality advice, the General Office and Advice Telephone Services. This may vary in the future as other Projects start and finish.

Other requirements include:

- Attend regular meetings of the management team
- Attend regular meetings of all paid and unpaid staff
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Ensure that the service area is adequately staffed and resourced
- In accordance with Citizens Advice Scotland and service procedures assist the chief officer in implementing employment policies and procedures
- Encourage good teamwork and lines of communication between all members of staff
- Ensure recruitment and induction of new staff as appropriate

Administration

- Oversee and monitor effective and efficient administrative systems
- Monitor an effective health and safety policy with regard to staff, equipment and premises within statutory requirements
- Maintain complaints procedures in accordance with Citizens Advice Scotland guidelines

Learning and development

- Identify and implement own learning and development needs
- Maintain the service area's learning and development plan
- Identify the learning and development needs of staff through support and supervision and contribute towards the bureau's learning and development plan
- Organise learning and development activities in conjunction, as appropriate, with the chief officer and / or training supervisor

Bureau trustee board

- Attend meetings of the bureau trustee board upon request from the Chief Officer.

Public relations

- Represent the bureau, as appropriate, at Citizens Advice Scotland and other statutory, voluntary and commercial organisations, professional bodies and institutions

Research and campaigns

- Oversee the development of research and campaigns and instigate systems and procedures

Other duties and responsibilities

- Promote the aims, policies, and membership requirements of the CAB service
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

Person specification

- The ability to commit to, and work within, the aims, principles and policies of the CAB service
- Proven ability to manage teams of people including the ability to recruit, develop and motivate staff and specialist volunteers
- Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
- Proven ability to be able to meet Citizens Advice Scotland competence requirements for an advice session supervisor.
- Proven ability to monitor and maintain casework systems and procedures
- Proven ability of monitoring and maintaining service delivery against agreed targets
- Proven ability to write reports and communicate effectively verbally and in writing with evidence of recent experience.
- Proven ability to analyse and interpret complex information and produce and present clear reports verbally and in writing
- Ability to ensure best use of IT systems and packages in the provision of advice services
- Proven ability to monitor and analyse statistics and to check accuracy of calculations
- Proven ability to work with a variety of organisations and to earn and maintain the trust of those people with whom the bureau deals
- Proven ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of a busy service area
- Ability to plan and manage projects and work with funders directly to meet their requirements.
- Commitment to continuing professional development
- Ability to deal with under-performing staff.