Musselburgh and District Citizens Advice Bureau

**Employer:** **Musselburgh District Citizens Advice Bureau**

**Location: Musselburgh/Hybrid Working Options Available**

**Job Title: Deputy Chief Officer**

**Responsible To: Chief Officer**

**Hours: 28 hours per week**

**Salary: £ 29,978.00 (Pro Rata) employer contributory pension 7%**

**Contract term: Permanent**

**Summary of main responsibilities:**

The Deputy Chief Officer has day to day operational responsibility for the delivery of the bureau’s 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 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 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 all Bureau services
* Deputise for Chief Officer during periods of annual leave and absence.
* Provide cover for General Advice Manager during periods of annual leave and absence.
* Ensure that all advice provided meets the requirements of both Scottish National Standards and Citizens Advice Scotland membership requirements.
* 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 volunteer rota
* Line management of Benefits Team staff and General Advice Manager, including undertaking appraisals and annual reviews.
* Managing Benefits Team and overseeing all benefit enquiries from point of contact of client.
* Oversee all aspects of Health and Safety of the Bureau premises, including Fire Safety.
* Oversee all aspects of IT provision in collaboration with Citizens Advice Scotland IT support service.
* Assist the Chief Officer with organisational/service development
* To oversee the smooth running of reception ensuring sufficient cover always.
* Secretariat for quarterly board, AGM and meetings of East Lothian Financial Inclusion Network.
* Manage Annual Leave and Sickness Absence for all Bureau Staff.
* To work in conjunction with the General Advice Manager to meet the training needs of volunteers including input into the Advisor Training Program
* To provide support for volunteer workers particularly in relation to complex client enquiries.
* Ensure that data and statistics are available to the Chief Executive Officer.
* 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
* Attend and contribute to staff meetings.
* Ensure that good relationships are developed with outside agencies
* Any other duties reasonably required by the Chief Officer.

**Person Specification**

**Deputy Manager – Key Skills and Attributes**

**EXPERIENCE**

* Experience in advice casework
* 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 of managing an office environment
* Experience of Managing Health & Safety
* Experience of Gathering Statistical Data

**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.
* Technical knowledge of CAB Operating Procedures
* Experience in achieving accreditation to National Standards
* In depth knowledge of Citizens Advice Scotland membership