

Dundee Citizens Advice Bureau

Job title:	Operations Manager
Closing date:	Friday 19 Jan 2024
Interviews:	w/c 29 Jan 2024
Hours per week:	33 hours per week over 4 weekdays
Salary:	£34,778 with annual increments after first full financial year.

Job Description and Person specification

Project Staff and Project management

- Supervise the work of paid project staff to ensure that project KPIs and quality standards are maintained
- Line-manage project staff through the provision of regular support and supervision, annual joint progress reviews and training
- Responsibility for project monitoring and reporting in conjunction with Support Team Lead
- Attend regular meetings of all paid and unpaid staff.
- Ensure that each service location is adequately managed, staffed and resourced.
- Provide session supervision as required.
- Assist in the recruitment paid of staff

Training and development

- Maintain the project staff training and development plans.
- Ensure that new project staff are successfully inducted and receive the appropriate training in conjunction with Advice Lead and QA officer
- Identify and develop the training needs of project staff through support and supervision
- Ensure training complies with the requirements of the CAS membership scheme and Scottish National Standards for Information and Advice

Administration

- Ensure reporting requirements for project advice work are met accurately and timeously
- Ensure that training records are maintained in conjunction with QA Officer

The following areas of work will be undertaken in conjunction with management, the team leads and QA Officer to ensure the Bureau's shared objectives are achieved.

Planning and development

- Co-ordinate activities, procedures and systems so as to promote common policies and/or practices.
- Implement IT and other resource strategies

Service delivery

- Ensure service delivery and adequate cover from available staff.



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- Monitor the quality of advice given to clients.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Provide technical support and consultancy as required.
- Undertake advice work as and when required

Social policy

- Assist with the recording, procedures and development of social policy and the social policy team.

Other duties and responsibilities

- 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

- Understanding of and commitment to Citizens Advice aims, principles and policies.
- Relevant experience of staff management including knowledge of recruitment, training, development and motivation.
- Ability to meet Citizens Advice competence requirements for an advice session supervisor and generalist adviser, if applicable.
- Knowledge and understanding of Scottish National Standards for Information and Advice Services.
- Ability to monitor and maintain casework systems and procedures.
- Experience of monitoring and maintaining service delivery against agreed targets.
- Effective communication skills.
- Ability to plan and rearrange own work and work of others in a pressured environment.
- Ability to analyse and interpret information.
- Ability to use IT in the provision of casework and administration



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- Numeracy skills for monitoring and analysis of statistics and financial management
- Ability to earn and maintain the trust of those people with whom the bureau deals.
- Ability to contribute to the team combined with willingness to learn and develop.
- Ability to plan ahead.

