**PEEBLES AND DISTRICT CITIZENS ADVICE BUREAU**

**MANAGER JOB DESCRIPTION**

Name of Employer: Peebles and District CAB

Job Title: Bureau Manager

Responsible to: CAB Board

Responsible for: All paid and unpaid staff

**Summary of main responsibilities:**

* Overall operational control and management of the Bureau and its outreach sites within the guidelines laid down by the Board and Citizens Advice Scotland (CAS)
* Design, develop and monitor the Bureau’s long term strategic aims in conjunction with the Board of Directors; develop a robust Business Plan
* To secure adequate funding to maintain the delivery of core and project services and to undertake required monitoring of such
* Line management of all paid and unpaid staff
* Ensure that all aspects of client enquiries are efficiently and effectively handled
* Represent the Bureau to other agencies
* Responsibility for ensuring effective use of IT

**General Management Responsibilities**

* To maintain and strengthen the role of the Bureau in the community
* To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board
* To ensure that the Bureau adheres to the Aims, Principles and Policies of CAS

**Management of staff**

* To ensure the Bureau is adequately staffed during opening hours
* To recruit and select volunteers and ensure training to achieve competence standard
* To develop and implement the Bureau’s equal opportunities policy
* To provide staff support, supervision, appraisal and development
* To hold regular staff meetings and ensure discussion on all relevant Bureau matters
* To determine staff training requirements and develop and implement training plans to meet these needs
* To ensure staff participation in ongoing training

**Advice Services**

* To maintain a system for the efficient handling of all Bureau correspondence
* To ensure that accurate information and advice is given
* To ensure that accurate, legible and comprehensive case records are kept
* Ensure quality of advice by monitoring client records
* To ensure that service to clients is within the spirit of the Association's Equal Opportunities Policies

**Finance and Budgeting**

* To ensure the Bureau has adequate funding; sourcing and completing all funding applications with the approval of the Board of Directors
* To control Bureau spending within the limits set by the Board
* To ensure an accurate record of all expenditure is maintained
* To advise the Board on matters of operational expenditure
* To ensure that the Board is provided with accurate costings for all areas of planned activity

**Marketing and Representation of the Bureau**

* Liaise with members and officers of Scottish Borders Council, participate in appropriate Council groups and contribute to meeting strategic planning objectives
* To represent the Bureau in local networks as and when required
* To maintain and develop existing contacts with funders and other agencies
* To liaise and maintain links with appropriate statutory, voluntary and professional bodies
* To seek opportunities for press and media coverage of the work of the Bureau
* To maintain and develop the Bureau’s role and relationship with CAS and other national agencies

**Audit and Quality Assurance**

* To undertake the lead role in the audit of the Bureau by CAS by compiling information, undertaking research and preparing reports
* To ensure the Bureau meets all requirements of any external audits
* To put in place and implement a quality control system for the monitoring of the service provided to clients
* To prepare full, accurate and regular reports on all Bureau activity as required by the Board
* To maintain accurate statistics of client enquiries and prepare monitoring report for stakeholders and funders where required

**Administration**

* To maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau
* To ensure that the Bureau premises and equipment are maintained to as high a level as possible and that the requirements of Health and Safety legislation are met
* To provide the Board with reports and policy guidance on relevant matters
* To ensure that the bureau makes statistical, legal and social policy returns to CAS and other stakeholders as required
* To ensure that the bureau carries out local social policy work as required

**Management of bureau IT facilities**

* To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems and procedures to ensure the smooth operation of the bureau objectives
* To ensure that all staff have access to, and are adequately trained in, the bureau IT systems and software applications to perform effectively
* To advise the Board, in conjunction with CAS staff, on matters of IT planning, security, maintenance and budgeting
* To promote user confidence in, and facilitate the introduction of, IT systems within the bureau
* Ensure the adherence to, and compliance with all legal requirements such as GDPR

**Other**

* To keep abreast of the latest developments in the information and advice field and advise the Board on the need for change and development
* To carry out any other reasonable task as requested by the Board

August 2018