**Recruitment Pack**

**Strategic Manager**

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**Covering Letter**



June 2021

Dear Applicant

**Post of Strategic Manager**

Thank you for your enquiry about the above post.

You will find enclosed an application form together with a job description and person specification. There is also some background information about the bureau.

In determining which applicants will be interviewed the Interview Panel will have regard to applicants who best fit the person specification so it is important that you use this as a guide when completing the application form.

We regret that we are unable to acknowledge receipt of completed application forms unless a stamped addressed envelope is enclosed with your application.

We look forward to receiving your application by the closing date of 23rd June 2021 at 5pm and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

Yours faithfully,

Murdo MacLean

WICAS Chairman

**Organisational Profile**



Western Isles Citizens Advice Service is the major provider of information, advice and assistance in the Western Isles.

We are staffed by trained volunteer advisers under the supervision of the management team, and provide responses to clients’ enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

The local offices are wholly independent and receive their core funding from Comhairle nan Eilean Siar. We are an autonomous body under the control of a local Board of Directors.

We are members of Citizens Advice Scotland (the Scottish Association of Citizens Advice Bureaux) and, as such, must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; employment; goods and services; housing; and family and personal situations.

*Charity Name: Western Isles Citizens Advice Service*

*Charity Number: SC015018*

**Job Description**



Job Title: Strategic Manager

Responsible to: Board of Directors

Line Management: Operational Manager

Responsible for: Overall responsibility for strategic leadership, development, income generation, external relations, Line manager to the Operational Manager, and be accountable to the Board of Management

**Summary of main responsibilities:**

* Overall responsibility for strategic planning, coordination and development of services within the guidelines laid down by the WICAS Board and the membership conditions of Citizens Advice Scotland (CAS)
* Ensuring that all WICAS contractual requirements are met and reported back to the WICAS Board.
* Ensuring that all WICAS Legal requirements are met and reported back to the WICAS Board.
* Representing WICAS to other agencies and develop and strengthen its role in the community in conjunction with the operational manager
* Provide information and support to the Board and ensure good communication between the Board and staff.
* Undertake Staff support and supervision and appraisals.
* Identify possible projects for development, and, following approval by the Board, complete and submit funding applications to appropriate agencies. Complete all required monitoring forms and completion reports for funds received.
* Liaise with and build positive relationships with funders and potential funders, maintain contact with them and keep them informed of bureau developments
* Develop a network of contacts within the voluntary sector and identify opportunities for the development of WICAS
* Ensure the efficient and effective handling of applications for development funding and provide funders and potential funders with the correct information when required and keep accurate records of all contacts with funders and outcomes of applications
* Responsibility for the maintenance of IT for WICAS
* Overall responsibility for the maintenance and upkeep of properties owned and rented by WICAS

**General Management Responsibilities**

* To ensure that WICAS adhere to the aims, principles and policies of CAS
* To identify and advise the WICAS Board of developments and opportunities and trends which are of consequence for the future of the service and to develop necessary strategies to address these
* Monitor and review the operation of all projects and advise the operational manager and Board of management on possible developments
* To monitor the work of the bureaux and to report conclusions to the WICAS Board in time to allow a planned response, wherever possible
* Preparing and monitoring WICAS business plan on a six monthly basis.

**Management of human and other resources**

* To develop and implement WICAS’s HR policies
* To develop strong and effective communication within WICAS to help encourage the sharing of new ideas and best practices
* Arrange regular staff meetings in conjunction with the operational manager. Encourage all staff to participate in the identification of development opportunities. Ensure involvement of all personnel in discussions with relevant matters and to communicate and capture the need for continuous improvement and commitment to change.

**Advice Services**

* Develop the provision of specialist and / or project based advice services
* Maintain an awareness of organisational and technological developments and ensure that the service operates in ways which make best possible use of the resources available

**Finance and Budgeting**

* To control overall spending to ensure WICAS expenditure is within the limits set by the budget in conjunction with the operational manager
* In conjunction with the operational manager and the treasurer or other appropriate Board member in the preparation of annual projected budgets
* To develop WICAS’s funding base by identifying potential funding opportunities and applying for funding following approval by the Board
* Negotiate and review all grants and service agreements in consultation with the Board and operational manager, ensuring that existing services are adequately funded and appropriate grant applications are made
* Maintain appropriate relationships with funders, ensuring that all reporting requirements are fulfilled and ensuring compliance with all contracts.
* To ensure that all financial reporting obligations are met in relation to submissions for fundraising, grant aid, contracts and any other initiatives.

**Representing the Bureau**

* Liaise with members and officers of the local authority and participate in appropriate council and community planning groups
* To represent WICAS 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 contribute to and participate in the activities of the CAS and to represent the service as required by the WICAS Board
* To maintain and develop the role and relationship of WICAS with CAS and other national agencies
* To promote and protect the aims, principles, policies, interests and reputation of WICAS throughout the Western Isles
* Develop and organise fund-raising events and encourage the involvement of staff and committee members
* Use the media and any other appropriate means to publicise the bureau’s service and bring it to the attention of a larger segment of funders
* Ensure that appropriate levels of social policy activity are carried out in line with the requirements of CAS.
* Develop and oversee appropriate publicity activity

**Audit and Quality Assurance**

* Responsible for the CAS audit and other QA procedures in conjunction with the operational manager
* To prepare full, accurate and regular reports on service activity as required by the WICAS Board
* To adopt and foster an approach of continuous improvement in the approach of the service to all aspects of its work

**Administration**

* To seek and use opportunities for press and media promotion of the work of WICAS
* To arrange administrative services as required to the WICAS Board. This will include arranging and attending board meetings, organising and attending AGMs and EGMs and preparing and drafting the annual report
* To provide the WICAS Board with reports and policy guidance on relevant matters
* To maintain complaints procedures, updating them annually and to monitor and report on complaints to the Board in accordance with CAS requirements.
* Provide regular operational and progress reports to the operational manager and Board of management
* To review and update WICAS policies in liaison with the Board
* To ensure that the bureaux make statistical, legal and social policy returns to meet CAS membership scheme requirements, in conjunction with Senior Advisers.

**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 WICAS Board

**Person Specification**



|  |  |
| --- | --- |
|  | **COMPETENCIES** |
| QUALIFICATIONS | * Educated to degree level or equivalent qualification or experience * Current driving licence |
| EXPERIENCE | * Proven record in managerial experience of staff recruitment, training, support and supervision * Proven experience of completing funding applications * Experience of fundraising * Experience of project development and management * Experience of sole responsibility for major development project * Experience in financial management, budgeting and reporting * Experience in the voluntary sector. |
| SKILLS AND  ATTRIBUTES | * Good written and oral communications skills * Ability to plan own work * Attention to detail and problem solving skills * Ability to develop new ideas through to operation * Excellent IT skills proficient in the Microsoft Office suite * Ability to work with the media * Ability to manage change and development * Ability to work under pressure |
| VALUES AND  ATTITUDES | * Commitment to team working approach * Proven ability of working as part of a team * Support of the principle of voluntarism * Experience of implementing Equal Opportunities Policies and practices * Commitment to principles and equality of opportunity within WICAS and its services. |
| KNOWLEDGE | * Knowledge of fundraising methods * Understanding of the voluntary sector. * Understanding of local authority structures * Knowledge of committee procedures |
| OTHER | * Experience in writing reports and publicity material * Must be prepared to work flexibly, be able to travel and attend meetings and training in other locations and to make overnight trips as required. |

**Application Form**



To apply for this role, please complete this application form and send it to

Lynda MacLean

Operations Manager

Western Isles Citizens Advice Service

45 Winfield Way

Balivanich

Isle of Benbecula

HS7 5LH

Or by email to

[Lynda.MacLean@uistcab.casonline.org.uk](mailto:Lynda.MacLean@uistcab.casonline.org.uk)

In order for your application to be considered, please ensure you complete all sections of this form. Please do not send in your CV as we will only consider your completed application form.

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# Candidate Details

Please complete your details below:

|  |  |
| --- | --- |
| Title |  |
| Full name |  |
| Previous name(s) if applicable (please include dates) |  |
| Address |  |
| Email address |  |
| Contact telephone number |  |
| Role applied for |  |
| Where did you see the job advertised? |  |

# General Data Protection Regulation

The Western Isles Citizens Advice Service is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Our Privacy Notice for Job Applicants sets out, in line with GDPR, the types of data that we collect and hold on you as a job applicant, how we use that information, how long we keep it for and other relevant information about your data. A copy of the privacy notice for job applicants can be found attached. It is important that you read this notice so that you are aware of how and why we are using your data. Please check the box below to confirm that you have done so.

**I confirm that I have read, understood and agree to the Privacy Notice for Job Applicants.**

# References

Any offers of employment with The Western Isles Citizens Advice Service are conditional upon receipt of satisfactory references. Please provide below the names and contact details of at least two referees **covering your last 5 years of employment** (include additional boxes if necessary).

If you have been in full-time education during this time, please provide details of where an academic reference can be obtained.

For each reference, please detail the following information:

**Referee 1**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

**Referee 2**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation** |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

Please note that we will not contact any referees until an offer of employment has been made and your authorisation has been obtained.

# Right to Work in the United Kingdom

All employees must be able to demonstrate that they are legally entitled to work in the United Kingdom.

In order to apply for employment with the Western Isles Citizens Advice Service, you must declare that you have the right to work in the United Kingdom and that, if successful, you will be able to provide the necessary documentation (typically a passport or a birth certificate, together with your National Insurance Number).

By completing this application form, you are declaring that you are legally entitled to work in the United Kingdom.

**Please state below, by selecting the statement that applies to you, if there are any restrictions or limitations on your legal right to work in the United Kingdom.**

|  |  |
| --- | --- |
|  | I confirm that I have the right to work in the United Kingdom without restriction. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I have no restrictions or limitations on my Visa. |
|  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I am restricted to (please detail any restrictions or limitations on working in the UK):  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Employment History

Please give details of your employment (paid or unpaid) starting with your present/most recent employer and working backwards. Please explain any employment breaks.

**Present or most recent employer:**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Final salary |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

**Previous employers: Continue on separate sheet and include additional boxes if necessary**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |  |
| Job title |  |
| Dates employed: from (MM/YY) to (MM/YY) |  |
| Notice period (if applicable) |  |
| Reason for leaving |  |

Please give a brief outline of your main responsibilities and achievements:

If you have had any breaks in your employment (for example family commitments, travel and periods of unemployment) please give the dates to and from and a full explanation.

|  |  |
| --- | --- |
| **Dates** | **Reason for break** |
|  |  |
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|  |  |
|  |  |
|  |  |

# Qualifications

Please give details of your qualifications below, beginning with the most recent.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** | **Institution name** | **Qualification** | **Grade** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Membership of professional bodies:**

|  |  |  |
| --- | --- | --- |
| **Date joined** | **Professional body** | **Category of membership** |
|  |  |  |
|  |  |  |
|  |  |  |

**Additional qualifications:**

|  |  |  |
| --- | --- | --- |
| **Date completed** | **Course** | **Brief description** |
|  |  |  |
|  |  |  |
|  |  |  |

# Written statement

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please provide examples demonstrating what experience, skills and qualities you would bring to this job. Your statement should not be longer than one page.

# Declaration

I confirm that the information given on this form is, to the best of my knowledge, true and complete. I understand that any deliberate attempt to provide false information to obtain employment is a serious misrepresentation and will lead to rejection, or if employed, dismissal and is likely to constitute a criminal offence.

Signed:

Date:

Print name: