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**Advice Services Manager**

**Role Description/Personal Specification**

**Context of role**

On April 1st 2017, the Citizens Advice offices in Warwick and Stratford on Avon Districts merged to form Citizens Advice South Warwickshire (CASW). The Advice Services Manager will be a key member of our new Senior Management Team and will help us to drive forward the aims articulated in our new Strategic and Business plan, recently agreed by Trustee Board.

**Role purpose**

The Advice Services Manager will take overall responsibility for quality of advice and the day-to-day operational management of the Citizens Advice South Warwickshire service. The postholder will line manage the Supervisory and Training staff and also oversee the delivery of our frontline and outreach services, our Research and Campaigns work and our Money Saving Advice projects.

**Planning and development**

* Work with other members of the Senior Management Team to define, implement and monitor the service’s Strategic and Business Plan
* Analyse and monitor the service’s recruitment and training needs and use this to inform the CASW Training and Development Plan
* Ensure that the CASW Training and Development Plan is responsive to the needs of clients, staff, volunteers, funders and partner agencies and is regularly reviewed and updated
* Work with the Marketing and Development Manager And Partnerships and Inclusion Manager to identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas of South Warwickshire
* Advise the Chief Executive Officer on staffing, service delivery and quality of advice issues
* Work with the Senior Management Team, Supervisors, Office Administrator and IT Lead to co-ordinate activities, procedures and systems so as to promote common policies and best practice across CASW’s two sites
* Ensure that the strategic planning of the service reflects and supports the Citizens Advice service’s equality and diversity strategy
* Participate in all service initiatives as required/appropriate and contribute to the work of associated working groups

**Service delivery**

* Oversee the delivery of the CASW advice service and ensure adequate training and supervisory cover from available staff and volunteers
* Take overall responsibility for ensuring that there is adequate adviser cover for advice sessions including outreach
* Maintain and develop high standards of service delivery
* Take overall responsibility for the quality of advice given to clients including implementing and monitoring quality checking systems and procedures and arranging training to address any weaknesses
* Provide consultancy and technical support to session supervisors, trainers and advisers
* Investigate and handle complaints about the service
* Take responsibility for decisions about safeguarding, confidentiality breaches, data protection breaches or conflicts of interest
* Work with the two Training Supervisors to arrange monthly training meetings for staff and volunteers in line with the service’s Training Plan, preparing and delivering training sessions or arranging internal or external speakers as required
* Implement and monitor Quality of Advice Audit procedures including pulling sampler reports from Petra, distributing cases to QAA case-checking teams, co-ordinating QAA case-checking meetings, attending bi-annual consistency sessions and liaising with the Citizens Advice Quality Assessor with regards to quality of advice
* Supervise the work of Training and Supervisory staff and volunteers to ensure that standards meet Citizens Advice requirements
* Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
* Work with the Senior Management Team to ensure that funder targets are met
* Work with the Senior Management Team to ensure compliance with the Citizens Advice membership scheme
* Supervise the advice session or provide advice work cover as required

**Staff management**

* Attend regular meetings of the Senior Management Team
* Arrange and chair regular Service Delivery, Supervisor, Receptionist and other meetings as required
* 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 supervisors and training staff and all volunteers through regular supervision sessions, the appraisal process and learning and development
* Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
* Take overall responsibility for ensuring that the service is adequately staffed and resourced in terms of Supervisors, Advisers, Receptionists, Administrative Support and other voluntary functions
* In accordance with Citizens Advice and service procedures assist the Chief Executive Officer in implementing employment policies and procedures
* Encourage good teamwork and lines of communication between all members of staff including co-ordinating and communicating weekly briefings for staff and volunteers
* Ensure recruitment and induction of new staff as appropriate and take part in recruitment, interview and induction proceedings as required
* Ensure that staff and volunteer complaints and performance or behavioural issues are tackled in a timely manner in line with the service’s complaints and performance management policies
* Ensure that morale is maintained and all staff and volunteers feel valued by communicating regularly, recognising dedication and performance through thank you’s, certificates, celebrating positive client outcomes and feedback and by organising regular social events

**Administration**

* Working with the Office Administrator and Senior Management:
  + Oversee and monitor effective and efficient administrative systems
  + Oversee and ensure an effective health and safety policy with regard to staff, equipment and premises within statutory requirements
* Work with the CEO, Office Administrator and Volunteer Trainers to keep volunteer and staff HR databases and records up to date
* Ensure that service forms and processes meet Data Protection requirements and work with the Senior Management Team to ensure compliance with Information Assurance policies
* Maintain complaints procedures in accordance with Citizens Advice guidelines
* Maintain detailed and up-to-date records of HR issues, complaints, compliments and data breaches
* Ensure that team meetings are minuted and minutes are distributed to all relevant staff members
* Working with the Senior Management Team and Data analyst report to key funders on activities including pulling data from case recording system Petra, creating tables, graphs and charts, eliciting suitable case studies from advice staff and producing reports in line with Citizens Advice branding guidelines

**Learning and development**

* Identify and address own learning and development needs

**Trustee Board**

* Take responsibility for preparing the service’s annual report
* Work with the Trustee Board and Senior Management Team to prepare for, promote and deliver Annual General Meeting activities

**Public relations**

* Promote the work of the Citizens Advice service both locally and nationally as required
* Work with the Marketing and Development Manager and Press and Marketing volunteer to produce regular communications via the CASW website, Twitter feed, newsletters and press interviews
* Take overall responsibility for ensuring that the CASW website is kept up to date with appropriate content
* Attend partner, community or fundraising events during the evenings or at weekends as required

**Research and campaigns**

* Oversee the development of Research and Campaigning work and ensure that staff and volunteers are regularly trained on Research and Campaigns issues

**Other duties and responsibilities**

* Promote the aims, policies, and membership requirements of the Citizens Advice service
* Attend conferences and external meetings as required
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

**Person specification**

* The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service and promote the Citizens Advice ethos amongst staff and volunteers
* Proven ability to manage people including the ability to recruit, develop and motivate staff and volunteers
* Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld, there is a strong and co-operative team spirit and staff are empowered and motivated to do their best
* Ability to give and receive feedback positively and constructively
* Ability to meet Citizens Advice competence requirements for an Advice Session Supervisor and Generalist Adviser
* Commitment to achieving the highest standards in quality of advice for clients
* Strong training and presentational skills
* Strong planning, time management and organisational skills and the ability to prioritise tasks
* Ability to monitor and maintain casework systems and procedures
* Proven ability of monitoring and maintaining service delivery against agreed targets
* Excellent communication skills including ability to communicate effectively verbally and in writing
* 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
* Ability to monitor and analyse statistics and to check accuracy of calculations
* Ability to work with a variety of organisations and to earn and maintain the trust of those people with whom the service deals
* Ability to lead and contribute to a team, including the ability to prioritise the work of others, and take decisions in the day to day running of a busy service
* Commitment to continuing professional development