



# Recruitment Pack

## **Service Delivery Manager - Projects & Funding**

**Either Stratford upon Avon or Leamington Spa with a remote element by arrangement.**

**Salary: £31K depending on experience**

**12 months Fixed Term**

**Reporting to Operations Manager**

**37 hours per week**

**Date: 1st July 2022**



## Introduction from Julie Robinson, Chief Executive

Thank you for taking the time to consider applying for a job at Citizens Advice South Warwickshire. As part of a national network of Citizens Advice offices, we work to make society fairer by helping our clients find a way forward whatever individual problems they may be facing. We do this through our core advice services available by telephone and email, and through all of our projects which are funded by a range of local funders. We also help to champion change at a local and national government level through our research and campaigning work.

Covid 19 has created a massive upheaval in the way services are delivered in all sectors, and like every charity, we are reviewing our provision to ensure we can continue to help people even if we cannot always see them face to face. This means more work on the telephone, email and video link, and we are committed to ensuring our services are accessible and open to everyone who needs us. More and more people are facing hardship, whether that be through unemployment issues, debt and benefit challenges, housing and food and fuel poverty. This was always the case pre Pandemic, but our services are now in more demand than ever. Consequently we are looking for people who are committed to thinking creatively about how we deliver our services now, and ways in which we can do things differently. We keep our clients at the centre of our work, and you would be joining a team of highly motivated and professional advice workers dedicated to making a tangible difference to the people in South Warwickshire. More on our projects and areas of work can be found on our website ([inset link](#))

### Our people

Citizens Advice South Warwickshire has a Trustee Board of eleven people who are all volunteers. Our Trustees bring a wide range of professional skills and knowledge and insight of the district to the planning of the service. The Trustees, in conjunction with the CEO, are ultimately responsible for setting the strategy



and budget for the service. Day to day running and further development of the organisation is the responsibility of the CEO who, alongside the Service Delivery Managers and Operations Manager, oversees the delivery of our services.

CASW has 40 paid staff members (approx 33 FTE) and is proud to have over 30 volunteers working in various roles, with more joining our training programmes all the time. These roles include reception and administration, generalist advice, supervisors, money advice, research and campaigns work, financial capability, money mentors, IT support and more. These volunteer roles have expanded in recent years and the service is actively developing volunteers to support its offer.

Pre Pandemic, CASW operated from two main locations, in Leamington Spa and Stratford-upon-Avon town centres. In order to reach people who find travelling around our large urban and rural catchment area difficult, we also provided outreach offices in many locations around South Warwickshire. Due to the Pandemic we shifted our support to telephone and email, and our staff and volunteer caseworkers work mainly from home currently. As we move forward, we will continue to offer a flexible approach to working, based on the needs of the projects and clients. The offices are used as admin, meeting and training hubs currently and we are actively seeking community venues to deliver advice face to face to vulnerable clients. We also offer a unique home visiting service for those who would otherwise find access difficult.

## **Our clients**

On many indices of deprivation South Warwickshire can be defined as a low need / high income area. This masks significant pockets of deprivation, rural challenges of isolation, access to services and work, significant fuel poverty and affordability, especially in relation to housing.

## **The difference we make**

We make an amazing difference to the lives of the people of South Warwickshire. What we do is often life-changing and sometimes life-saving. In 2020-21 we delivered our advice and advocacy to over 4,800 people and advised on over 25,000 issues.



## **Our funding and projects**

We have a wide range of funding sources. This includes income from Warwickshire County Council, Warwick and Stratford District Councils and a number of town and parish councils. This income is awarded via direct grants and through commissioned contracts.

We have also been very successful at drawing down further income from grant and project funding bodies including: the Big Lottery Fund, Henry Smith Trust, Oken Trust, Orbit Housing, Money Advice Service and many more.

## **Our local research and campaigns (R&C)**

The stories our clients tell us provide us with a unique insight into the problems faced by people living in South Warwickshire. We are able to spot developing trends and this helps us to create campaigns and speak up for our clients to those in decision-making roles. By raising issues nationally we can create a public debate, change things for the better and help many more people than those that contact us.

Our R&C team are also working with clients on the co-design of our service delivery. This has helped us to understand and remove potential barriers to our service in relation to access.

I hope you decide to submit an application for this critical role with Citizens Advice South Warwickshire. The very best of luck with your application

## **How to Apply**

### **Instructions**

The closing date for applications is: **Friday 26th August**

Interviews to be held: to be confirmed.

South Warwickshire Citizens Advice interviews will draw out the skills and competencies required for each role. As part of our recruitment process for this role, we will ask you to prepare a short presentation answering a specific



question, which you will receive ahead of the interview date. We will use the presentation as part of the overall scoring for the recruitment process and consider the score an integral part of our decision making.

Please complete the [Application Form](#). **Please note that when shortlisting we base our scoring and decision making on the answers you provide in the personal statement section on the form.** Please take the time to ensure that you address each aspect of the Person Specification, providing examples from your working life, previous roles or volunteering experience. We do not accept CVs.

**To apply**, please complete the [online application form](#) or if you would prefer a paper copy, please email us at: [recruitment@casouthwarwickshire.org.uk](mailto:recruitment@casouthwarwickshire.org.uk). Please refer to the [guidance notes for applicants](#) before completing the form.

If you are unable to make an electronic application, you may submit your application on paper and post to:

Recruitment  
Citizens Advice South Warwickshire  
25 Meer Street  
Stratford Upon Avon  
Warwick  
CV37 6QB

**Please ensure your application arrives before the deadline of 29th July 2022.**

### **Selection Process**

After the closing date we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to interview.

It is important therefore that your application gives a full but concise description of the nature, extent and level of the responsibilities you have held.



If selected, details of the interview process will be sent to you by email or letter.

### **Data Protection**

We will use your application only to inform the selection process. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your personnel record with us and we will store it in a manual file. We will hold any data about you in completely secure conditions with restricted access.

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor our effectiveness of our policy on Equal Opportunities and Employment. Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

### **Religious Divergence**

We respect the diversity of our employees and that they come from a variety of religious backgrounds. Our policy is to respect all religious faiths and we will, where reasonably practical, be supportive when staff want to follow their regular practices connected with their religion.

### **Policy on employing foreign nationals**

Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK, or does not have permission to remain in the UK.

Citizens Advice South Warwickshire therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates.



## Job Description & Person Specification

### Service Delivery Manager - Projects & Funding

**Salary:** £28-£31K depending on experience

**Hours:** 37 hours per week

**Type of contract:** Fixed - 12 months

**Responsible to:** Operations Manager

**Employed by:** Citizens Advice South Warwickshire

#### Overall Purpose of the role

To oversee the management, delivery and development of a range of specialist and targeted services including:

Project management of an agreed range of projects ensuring they achieve the greatest impact for local people in line with funder requirements;

Partnership and contract management of organisations working with us to deliver projects/services;

Monitoring and evaluation of funded services, including preparing reports for funders and facilitating project steering groups;

Working with the Chief Executive Officer (CEO) to develop



relationships and partnerships to help promote our services to target communities and other key stakeholders to maximise the reach of our work across South Warwickshire; and

Supporting the sustainability and growth of our services through identifying opportunities to support fundraising and income generation activities.

### **Planning and development**

Work with the CEO and colleagues to define, implement and monitor Citizens Advice South Warwickshire (CASW) Business and Development Plans.

Identify and respond to advice needs, in particular the needs of disadvantaged groups and different geographical and demographical areas of South Warwickshire.

Work with colleagues, Supervisors, Corporate Administrator and IT support to co-ordinate activities, procedures and systems so as to promote common policies and best practice.

Ensure that the strategic planning of the service reflects and supports the Citizens Advice service's equality and diversity strategy.

### **Service Delivery**

Lead the implementation and management of projects and services, ensuring they are delivered on time, to budget and according to agreed outputs and outcomes.

Monitor, evaluate and report against defined objectives, targets and outcomes, collating information and producing timely, high quality reports (verbal and written) to funders and other stakeholders.

Ensure that service and project objectives are translated into team and individual work plans and targets, and reviewed regularly.

Alerting and supporting the CEO with regard to negotiating requests for changes to project delivery and targets and manage project teams accordingly.

Proactively promote the projects and services including ensuring



publicity and website information is regularly reviewed and updated and contribute to the wider marketing of CASW activities.

### **Project Development**

With the CEO, identify opportunities and where possible, lead applications for repeat funding for existing projects.

Contribute to county-wide funding applications as appropriate.

Work closely with the CEO to develop proposals for new services ensuring their deliverability and relevance to local people.

### **Staff Management**

Lead teams and projects as delegated, including individual staff, volunteers as appropriate

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 direct reports through regular supervision sessions, the appraisal process and learning and development.

Plan and allocate work, monitor achievement of deadlines and support staff as appropriate.

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 training and induction for staff and volunteers in line with policies.

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.



## **Financial management**

Maintain accurate financial records for each service including budgets and cash flows, and assisted by the Finance Manager and Officer

Contribute to decisions on allocation of resources within and across projects/contracts.

## **Administration**

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.

Ensure that service forms and processes meet Data Protection requirements and work with the Management Team to ensure compliance with Information Assurance policies.

Ensure that team meetings are minuted and minutes are distributed to all relevant staff members.

Working with the Management Team and Data analyst report to key funders on activities including pulling data from Casebook, 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 your own learning and development needs.

## **Trustee Board**

Work with the Trustee Board and colleagues 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.

Attend partner, community or fundraising events during the evenings or at weekends as required.

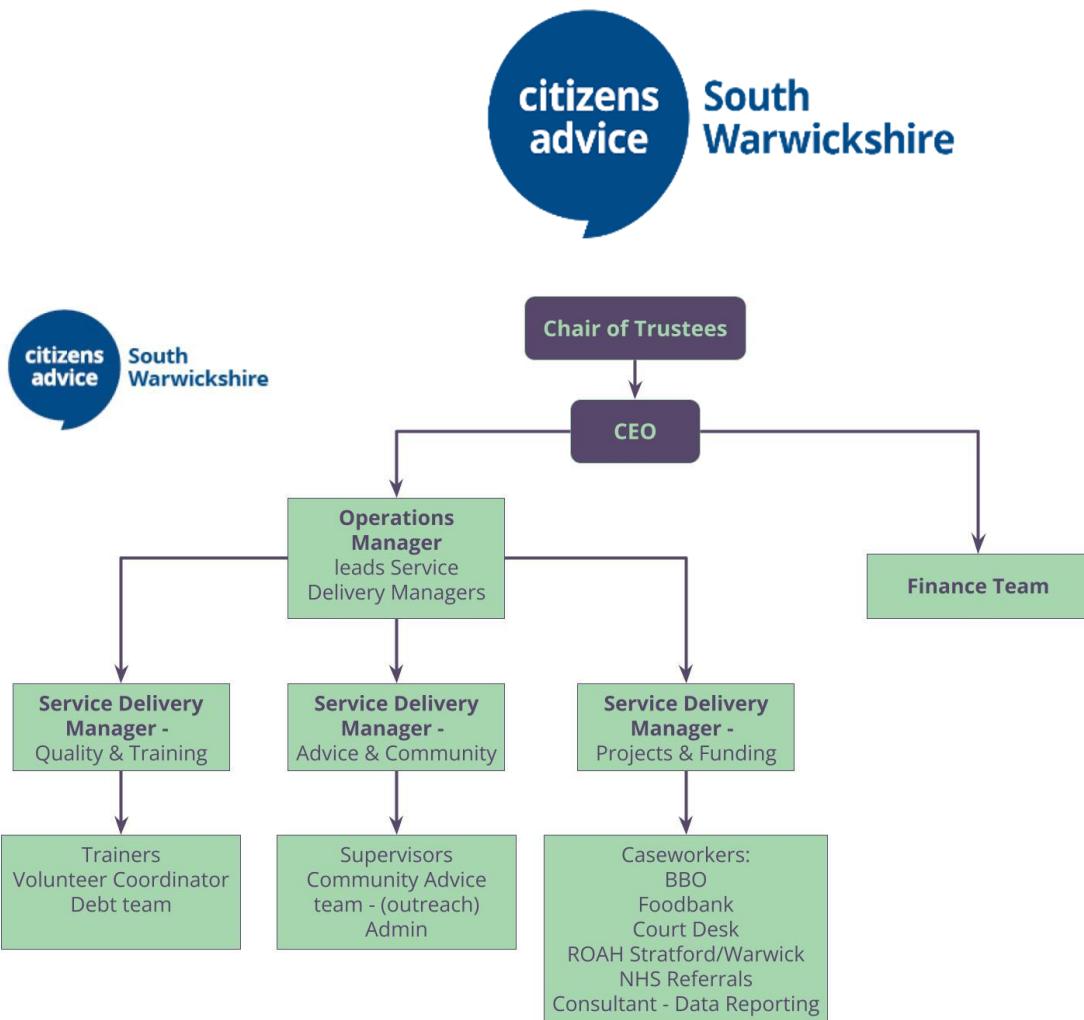
### **Other duties and responsibilities**

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 your 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

	CRITERIA	ESSENTIAL/ DESIRABLE
1	Demonstrable experience managing projects and contracts on time and to budget, including the establishment of project management systems to capture data and monitor progress	Essential
2	The ability to plan and schedule resources, and take decisions about resource deployment in the day to day running of a busy service area both on site and remotely	Essential
3	Proven ability to manage and motivate people, including the ability to recruit, develop and line manage staff and volunteers in office and remote settings	Essential
4	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 cooperative team spirit and staff are empowered and motivated to do their best	Essential
5	Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing	Essential
6	Commitment to the values of Citizens Advice and an understanding of the aims of the organisation	Essential
1	Experience in presenting progress reports to external audiences including funders and commissioners	Desirable
2	Ability to ensure best use of IT systems and packages in	Desirable



	the provision of advice services and to support those less comfortable with IT	
3	Lead and engage on team building, contributing towards developing the culture of the organisation, setting a standard for engagement in day-to-day activities and fostering well-being amongst staff and volunteers	Desirable
4	Ability to manage the implementation of change in the service delivery organisation whilst supporting day to day operations	Desirable
5	Proven ability to manage and work within a large diverse team, collaboratively working with others across the organisation to share resources to improve client outcomes	Desirable
6	Full driving licence with access to car	Desirable

## Benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Fees paid for membership of relevant professional bodies
- Regular professional development
- Health & Wellbeing services provided through Occupational Health
- Free eye tests and contribution towards lenses/spectacles for Computer users if appropriate



## **Health Clearance**

Any offer of employment will be subject to satisfactory completion of a Health Questionnaire and should you disclose any health issues, then any offer of employment will be subject to a satisfactory assessment by Occupational Health. Occupational Health will identify whether there are any reasonable adjustments which can be made to support you at work.

## **References**

All job offers are subject to receipt of satisfactory references