



Service Operations Manager

Job pack

Thank you for your interest in working for Citizens Advice Bromley. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Bromley
- The role profile and personal specification

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

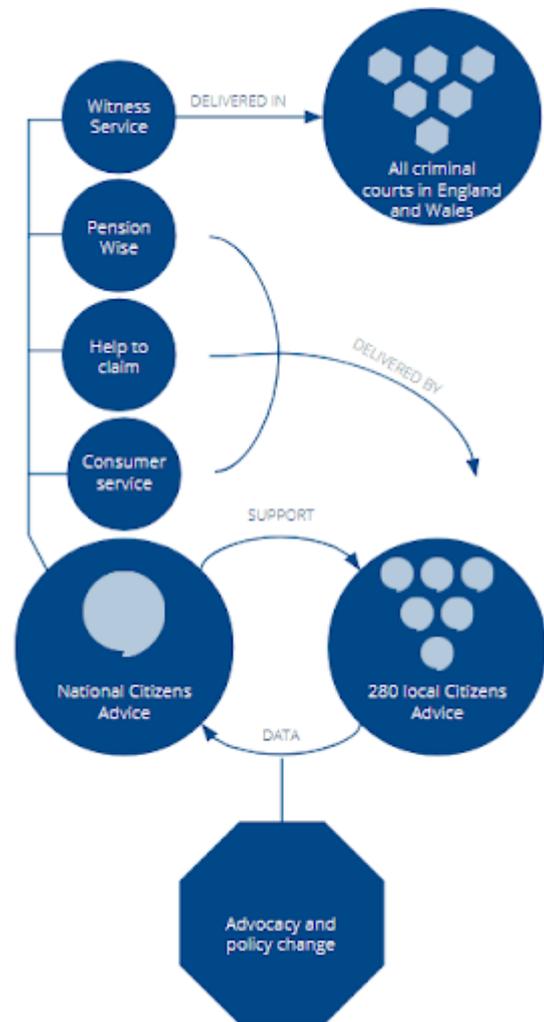
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Citizens Advice Bromley works

Our main focus of activity is around the needs for advice and representation of people who live or work in Bromley, and our services are geared to reflect what they want from us. Feedback from our existing clients suggests that they value the professionalism of our service, the depth and expertise of the advice available and the accessibility of the service once initial contact has been made. Citizens Advice Bromley is now working as partners with other organisations such as the Bromley Third Sector Enterprise (BTSE) with Age UK Bromley & Greenwich, Bromley & Lewisham & Greenwich Mind, Bromley Mencap & Community Links Bromley on our Bromley Well project as well working alongside the foodbank in Bromley and working as partners on the Debt Free London project as well as with Clarion Housing Group amongst others.

Generalist Services

In addition to the work operating the helpline on our on our Bromley Well project we offer a service which consists of information and advice by way of our initial assessment, advice and casework service. Citizens Advice Bromley comprises:

- Our office in Bromley Town which provides initial assessment and advice service. Subject areas include: consumer, money advice, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these.
- We currently operate three outreach services in Orpington and Beckenham & Penge collectively which provide initial assessment and advice service. Subject areas include: consumer, debt, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these. As well as providing additional advice our outreach services also work with the foodbanks services in Bromley.
- In addition we subcontract a Forms Completion Service to Age UK Bromley & Greenwich which provides assistance with form filling for those who are unable to attend the local office or outreaches due to ill health. Referrals to this service are taken from a number of organisations in Bromley.



The role

Reporting to:	Chief Executive Officer
Salary:	£34,173 per annum + Rotated Weekend Working Allowance of £50 per day for each as required
Hours:	37.5 hours + rotated weekends
Duration:	Fixed Term to 30 September 2020

The post holder must be able to work weekends, as required, in order to ensure that a full service of the Single Point of Access is available at all times.

Context of the role:

As one of two Service Operations Managers at Citizens Advice Bromley (CAB) you will be a member of the Senior Management Team and will have responsibility for overseeing the delivery, quality and development of local office services. Working together with the Chief Executive, Managers and Supervisors you will help to maintain a seamless service by liaising with other partner organisations such as our Bromley Well project Partners, the Housing Department, DWP and The London Borough of Bromley to ensure effective referral mechanisms and cohesive working.

Purpose of post

Working within the aims, policies and principles of the Citizens Advice & our Bromley Well contract to lead and deliver high-quality, accessible and consistent services that meet or exceed Citizens Advice Membership standards, funder expectations and requirements, and community needs. In addition, you will help to develop and enhance our services in line with CAB's strategic plan.

Main duties and responsibilities

1. Lead service delivery 50%
2. Relationship Management 25%
3. Line management 25%



Role profile

Planning & Development

- Work together with the BTSE Partnership Manager and appropriate Managers of each of the Bromley Well pathways to ensure the smooth running of the local office services including the Bromley Well Single Point of Access and our outreach services
- Advise the Chief Executive on staffing and service delivery issues
- Monitor, assess and/or implement the development plan as required by the Citizens Advice membership scheme
- Co-ordinate activities, procedures and systems so as to promote common policies and/or practices within the appropriate service delivery area
- Assist with the implementation of IT and other resource strategies within Citizens Advice guidelines
- Participate in local office initiatives as appropriate and contribute to the work of associated committees and working parties
- Support the strategic development of the local office to ensure its management and services to clients reflect and support the Citizens Advice service's equality and diversity strategy

Lead Service Development and Delivery

As part of the Senior Management Team, you will have responsibility for overseeing the day to day delivery of the Bromley Well Service and other operational projects ensuring that:

- Services are informed by and responsive to client demand and needs
- Contractual requirements, Key Performance Indicators (KPIs) and funder expectations are met or exceeded
- Citizens Advice membership and other quality standards are met or exceeded
- Services are compliant with legal and policy requirements
- Services are accessible, inclusive and have Research and Campaigns work integrated within them
- Services undergo continued evaluation, identifying and implementing developments where necessary

In addition you will:

- Quality-check case records to ensure that it meets Citizens Advice Quality of Advice Audit and the requirements of funders and other stakeholders
- Manage relationships with funders and other stakeholders, in order to connect the Single Point of Access to the local community, and to develop and deliver an effective information, advice & guidance service
- 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.
- Assist with the development of services, implementing and managing new projects and initiatives.

- Support the Chief Executive, delegating responsibility for the management of Information and Gateway Assessment services, and designated projects.
- Respond to complaints appropriately, recognise learning and implement improvements in service delivery
- Occasionally supervise advice sessions and lead a team of volunteer advisers to support clients
- In the absence of Managers & Supervisors provide support to advisers with case-work across the organisation, including helping to resolve client emergencies
- Respond to funding opportunities, relevant to the provision of advice services
- Ensure publicity and website information is regularly reviewed and updated
- Lead on producing newsletters for external partners and stakeholders and update the team on service wide issues and developments.
- Oversee the organisation of partnership events to engage communities and service users on the projects and services in the London Borough of Bromley

Relationship Management

Manage designated relationships, and support other members of staff to manage designated relationships: with funders and other stakeholders, ensuring that:

- Regular contact is maintained with the Manager, Supervisors and the BTSE Partnership Manager
- Problems and issues are resolved promptly or escalated
- Reports and returns are completed on time and to quality
- Maintain strong relationships with other Bromley Well partners to ensure that the pathways are supported to develop
- Establish links to ensure that strong referral mechanisms exist with funders and potential funders

Staff Management

Manage Supervisors, staff and volunteers to ensure:

- HR issues are dealt with appropriately and in a timely manner
- Quality of advice to a high standard is maintained and, where necessary improvements are made
- Appointments and advice interviews are appropriately administered, managed and checked
- Outcomes are properly recorded in the current recording systems (currently Charitylog & Casebook)
- Monitoring information is recorded by volunteers and paid staff
- Volunteer advisers are managed in accordance with the Performance Management Framework
- Volunteer advisers in training are progressing through the Adviser Learning Programme to reach competence
- The public projection of Citizens Advice Bromley and the Single Point of Access is of a dynamic, effective and responsive organisation
- Implement the Performance Management Framework

Manage the Admin Team to ensure:

- Appointments and advice interviews are appropriately administered and managed

- Work closely with the Head of Admin to ensure the smooth running of the admin team on all projects

Research and Campaigns (R&C)

Lead together with the Trustee Board Research & Campaigns Champion on the continuing development of research and campaigns in line with the social policy requirements of the Membership Scheme and support the Chief Executive so that:

- All advisers explicitly consider the R&C implications of all cases and use eBEFs to report as appropriate.
- CAB participates in, and initiate research into local, national and pan-London R&C issues.
- Information and experience obtained by CAB is used to exercise a responsible influence on the development of R&C both locally, pan-London and nationally.
- This objective is pursued in conjunction with other organisations campaigning for the same goals.

Training and Development

- Identify own learning and development needs and plan to meet them.
- Identify the training needs of staff through support and supervision.
- Organise learning and development activities in conjunction, as appropriate, with the Chief Executive & the Training & Development Officer
- Participate in recruitment and selection activities as required.
- Participate in the induction of new staff as necessary.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development

Other responsibilities

- Attend meetings of the CAB Trustee Board when required, including producing reports where appropriate and requested
- Contribute to making CAB a professional, respectful and kind place to work or give your time
- In conjunction with other members of the Senior Management Team, contribute to the overall development of CAB and BTSE specific initiatives
- Attend meetings and comply with internal procedures and carry out any other relevant tasks as required or directed
- Ensure equality and diversity is embedded in the fabric of the organisation.
- In addition to the tasks and duties outlines in this job description, to undertake such duties which are generally compatible with the functions of the post.
- Abide by health & safety guidelines and share responsibility for your own safety and that of your colleagues.
 - Undertake fortnightly evening sessions for Honorary Legal Advisers (HLA's) as required



Person specification

Essential

1. Demonstrable experience of managing the development, delivery and quality assurance of multi-channel services
2. Demonstrably strong people management skills. Experience of managing a large team to deliver a range of services.
3. Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
4. Experience of effective partnership working and networking, with the ability to represent CAB and deputise for the CEO at forums, steering groups and meetings with funders.
5. Experience of leading people and teams through change including strong communication skills
6. Commitment to excellence in customer service and demonstrable enthusiasm for continuous improvement of quality and service delivery
7. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions and a willingness to learn, support and develop webchat
8. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Ability to monitor and maintain own standards.
10. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
11. Ability and willingness to work as part of a team
12. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
13. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff.
14. A commitment to continuous professional development.
15. Work in a variety of settings including community outreach, Jobcentres and local authority offices as required
16. Ability to work weekends where necessary

Desirable

17. Willingness to promote a service that encourages good performance and high morale.
18. Understanding of how to find new business, write a successful bid, and willingness to develop in this area.

In accordance with Citizens Advice national policy the successful candidate may be required to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Review

This job description will be reviewed regularly as part of an organisational development, performance review and may be a subject to variation.