

JOB TITLE:	Service Manager (Projects)
SALARY:	£33,000 per annum + 8.5% pension contribution (after satisfactory completion of your probation period)
HOURS:	35 hours per week. Normal working hours 9.30 – 17.30 excluding lunch break – open to job share/part time applicants
CONTRACT TYPE:	Permanent
RESPONSIBLE TO:	Head of Projects
RESPONSIBLE FOR:	Casework supervisors, advisers and project staff (paid and volunteers)
LOCATION:	The post holder will have a normal place of work but may be required to work anywhere in Wandsworth

BACKGROUND

Citizens Advice Wandsworth (CAW) is a thriving advice organisation that provides information, advice and casework support to local residents. In the last 12 months we have helped about 13,000 people. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources included trusts and foundations, the local Clinical Commissioning Group, and Housing Associations. Due to recent and anticipated growth in our project portfolio, we are recruiting a Service Manager (Projects) who will lead the development and delivery of a number of our projects. The successful candidate will be required to undertake an enhanced DBS check.

PURPOSE OF POST

The postholder will:

- Take responsibility for the management and supervision of our [Macmillan Advice Service](#). S/he will lead on developing our Macmillan project service-user involvement and stakeholder engagement work, have responsibility for reporting on the project (including on that of the work delivered by our project partners Citizens Advice Croydon) and will oversee the work of our two project caseworkers.
- Lead the development and delivery of our new Universal Support service. This multi-channel service will be launched at the beginning of April 2019 and will see us develop new ways to support local residents to successfully claim Universal Credit.

S/he will manage CAWs relationship with funders and commissioners; ensuring that reports and returns are completed to time and contracts are complied with - with a view to sustaining and potentially expanding funding for our projects and services.

S/he will ensure the delivery of high quality advice and information as part of these projects and services within the aims, policies, procedures and principles of the Citizens Advice service.

S/he will lead staff and volunteers to effectively perform their duties and responsibilities and ensure that advice staff and volunteers are supported, supervised, recruited and trained to perform their roles.

The other projects currently in our project portfolio are:

- GP advice project (all Wandsworth GPs can refer patients to us for advice)
- [Major Trauma Advice Service](#)
- [Community Centred Help Through Hardship Crisis Project](#)
- [Pound Advice L&Q Project](#)

The postholder will be expected to demonstrate flexibility in taking on responsibility for new projects as new funding is secured and/or arrangements change, as well as flexibility in providing supervision cover for advice sessions when required.

PRINCIPAL TASKS AND RESPONSIBILITIES

1. Planning and Development

- Positively contribute to management team meetings.
- Advise the Head of Projects of staffing and service delivery issues, trends in enquiry issues and changing client needs.
- Contribute to improvement initiatives and potential funding opportunities.
- Liaise in a timely manner with the Volunteer & Training Manager regarding volunteer capacity and training issues.
- Contribute to the planning, testing and evaluation of new ways of delivering services.
- Implement IT and other resource strategies for the effective delivery and management of the service

2. Service and project delivery

- Take day to day responsibility for the delivery and monitoring of client services delivered under the portfolio of projects and when necessary, other CAW services and projects.
- Ensure telephone and face to face advice sessions and other advice service channels are adequately staffed, in order to meet the needs of clients as well as our contractual targets.
- Support, supervise and case-check the work of advice staff and volunteers to ensure that standards meet Citizens Advice requirements.
- Provide technical casework advice and support and act as consultant to the advisers.
- Participate in quality assurance meetings and processes; Feedback positive and negative findings to both paid and unpaid staff and ensure any corrective action is undertaken and identified training needs progressed.
- Develop and deliver effective user involvement strategies in order to improve project performance.

3. Casework (as required)

- Undertake face to face interviews, assessment and casework as service needs

4. Staff and Volunteer Management

- Ensure the effective line and performance management and development of staff and volunteers through regular supervision sessions, the appraisal process and learning and development.
- Liaise with the Volunteer & Training Manager to ensure effective training and progress of staff and volunteers working in client service areas.
- Take responsibility for the induction and support of new staff and volunteers coming into Citizens Advice Wandsworth, in liaison and coordination with the Volunteer & Training Manager
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff and volunteers can do their best.
- Assist the Head of Projects and others in implementing employment and volunteering policies and procedures.
- Encourage good teamwork and lines of communication between all members of staff and volunteers.

5. Project recording, reporting, monitoring and evaluating

- Work with the Head of projects and others to establish and review systems for collecting and monitoring the quality and impact of advice
- Work with Citizens Advice Croydon to ensure the Macmillan project outputs are consistently recorded and that reports accurately represent the work of both Local Citizens Advice offices.
- Ensure that Casebook is used efficiently and effectively by advisers for case recording, project recording and reporting.
- Ensure that monitoring, reporting, evaluation and other commitment to internal and external stakeholders are fulfilled, producing up to date reports and monitoring data as required.
- Ensure accurate performance monitoring statistics and reports are available to meet contract and funder deadlines.
- Support advisers to collect client and professionals/partner feedback through questionnaires and analyse, and report on the responses.
- Consider, and utilise other methods of gaining qualitative client feedback. Analyse and respond to feedback.

6. Financial management

- Maintain financial records and approve disbursements to projects.
- Contribute to decisions on allocations of resources
- Contribute to budget negotiations with funders

7. Public Relations & Liaison

- Work with the Head of Projects, the Chief Executive and Project Partners to:
 - Maintain good relationships with project partners, and in particular work collaboratively with Citizens Advice Croydon, as well as Wandsworth Jobcentre colleagues – and other partners involved in Universal Support delivery.

- Promote the work of the CAW services and projects locally, regionally and nationally. Represent CAW and the Project on local strategic partnerships and at community consultation events.
- Where appropriate, to work with the media to promote the Project work and its policy aims.
- Represent the work of the CAW to other organisations, funders and commissioners

8. Learning & Development

- Keep abreast of changes in legislation and social policy
- Identify and implement own training and development needs
- Identify the training needs of staff through support and supervision and contribute towards CAW's learning and development plan.
- Organise training activities in conjunction, as appropriate, with the Head of Projects, Head of Services and/or the Volunteer and Training Manager.

9. Social Policy, Research and Campaigns

- Contribute to policy and campaign work by providing evidence and information about clients, issues arising under projects and writing reports on findings

10. Administration

- Ensure the effective and efficient operation of CAW administrative systems.
- Monitor and implement an effective health and safety policy with regard to staff, volunteers, equipment and premises within statutory requirements.
- Maintain complaints procedures in accordance with Citizens Advice guidelines and CAW complaints procedure.

11. Trustee Board

- Prepare reports and attend Trustee Board meetings as required.

12. Other Duties and Responsibilities

- Promote the aims, policies, principles and membership requirements of the Citizens Advice service
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by CAW health and safety policy and share responsibility for own safety and that of colleagues.

PERSON SPECIFICATION

1. The ability to commit to and work within, the aims, principles and policies of Citizens Advice service and the vision and business and development plan for CAW.
2. Adviser and supervisor experience and ability to monitor and maintain casework systems and procedures.
3. Advice project and service management experience with proven ability to monitor and maintain service delivery against agreed targets.

4. Understanding of user involvement and ability to embed user involvement in project design and delivery
5. Ability to work with a variety of organisations, partners, funders and commissioners to earn and maintain trust and good working relationships
6. Ability to manage people including the ability to recruit, develop and motivate staff and volunteers.
7. Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
8. Ability to communicate effectively; verbally and in writing.
9. Ability to analyse and interpret complex information, including service data and produce and present clear reports verbally and in writing.
10. Ability to ensure best use of IT systems and packages in the provision of advice services.
11. Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of busy service and projects
12. Ability to manage a budget and contribute to decisions on the allocation of resources.
13. Commitment to reflective performance and continuing professional development.