

JOB TITLE:	Service Manager (Battersea)
SALARY:	£33,000 per annum pro rata + 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
RESPONSIBLE TO:	Head of Service
RESPONSIBLE FOR:	Volunteer advisers, volunteer assessors, volunteer administrators, receptionist, project workers
LOCATION:	The post holder will be based at Citizens Advice Wandsworth (CAW) offices in Battersea Library, SW11 1JB but may be required to work anywhere in Wandsworth.
CONTRACT LENGTH:	Permanent

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've helped an estimated 13,000 residents with a broad spectrum of issues. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources including trusts and foundations, central government and our local Clinical Commissioning Group.

We have an advice centre in Battersea and Roehampton, both offering a drop-in service and generalist volunteer appointments, as well as hosting appointments delivered by our project workers, HLAs and partner organisations.

PURPOSE OF POST

We are looking for someone willing make a contribution across our whole organisation and who feels comfortable working within our values: accountability, creativity, generosity and quality.

In particular, we're looking for a Service Manager to take responsibility for the running of our Battersea site and associated projects and services (these will be agreed following the interview). The post-holder will manage an established group of volunteers and staff with the aim of delivering a high-quality, client-centred service to a diverse borough. The focus of the role is training, supervising, developing and quality assuring staff and volunteers, but it also involves project management and strategic planning. Battersea Library is a busy site and for many clients and other visitors you will 'the face' of the organisation – you must therefore have good communication and customer service skills and be able to model the approach we expect from our whole team.

The post-holder will be a member of our Management Team and will be accountable for our capacity to deliver appointments and assist clients who attend without an appointment. The post-holder will also be accountable for the quality of advice in their site and contribute to quality assurance and feedback at an organisational level.

The post-holder will ideally be familiar with the Citizens Advice quality standards, advice model and service delivery methods, including remote supervision of volunteers. The post-holder will ideally have a strong advice background and be confident supporting volunteer advisers, assessors and administrators.

Although the post-holder will take primary responsibility for a single centre, our Management Team work flexibly across our core services and the role therefore involves contributing to the supervision of our Roehampton centre and Adviceline, as well as having input into the development of the wider organisation.

PRINCIPAL TASKS AND RESPONSIBILITIES

1. Planning and Development

- Positively contribute to Management Team meetings.
- Advise the Head of Service 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.

2. Service and Project Delivery

- Supervise the work of assessors and advisers to ensure that clients are receiving a service that meets the Citizens Advice quality standards and
- Provide technical casework advice and support and act as consultant to the advisers.
- Take day to day responsibility for the delivery and monitoring of client services and projects (specific areas of responsibility will be agreed with line manager).
- Ensure that monitoring, reporting and other commitments are fulfilled, working with the Head of Service to produce up to date reports and monitoring data as required.
- Work with other members of the Management Team to ensure that our centres and Adviceline are adequately staffed with volunteers, in order to meet the needs of clients as well as our contractual targets.
- Participate in QAA assurance meetings and processes; including peer review and IFR meetings and independent QAA reviews. Feedback positive and negative findings to both paid and unpaid staff and ensure any corrective action is undertaken and identified training needs progressed.

3. 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 (VTM) 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, in liaison and coordination with the VTM.
- 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 Service in implementing employment and volunteering policies and procedures.
- Encourage good teamwork and lines of communication between all members of staff and volunteers.

4. Learning & Development

- Keep abreast of changes in legislation and trends relevant to research and campaigns.
- Identify and implement own training and development needs.
- Identify the training needs of staff through support and supervision and contribute towards our learning and development plan.
- Organise training activities in conjunction, as appropriate, with the Head of Service and/or the Volunteer & Training Manager

5. Public Relations & Liaison

- Promote the work of the Citizens Advice service locally.
- Represent the work of the Citizens Advice service to other organisations.

6. Administration

- Ensure the effective and efficient operation of our administrative systems.
- Monitor and implement an effective health and safety policy with regard to staff, volunteers, equipment and premises within statutory requirements.
- Ensure accurate performance monitoring statistics and reports are available to meet contract and funder deadlines.
- Maintain complaints procedures in accordance with Citizens Advice guidelines and our complaints procedure.

7. General

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Develop and maintain effective administration systems and records relevant to the role.

- Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility.

PERSON SPECIFICATION

Essential

1. The ability to commit to and work within, the aims, principles and policies of the Citizens Advice service and the vision of Citizens Advice Wandsworth.
2. Ability to meet the Citizens Advice competence standards for generalist adviser and supervisor. Proven experience as an advice worker and supervisor.
3. Proven ability to prioritize effectively, to multi-task and to cope well under pressure.
4. Proven ability to train and manage people including the ability to recruit, develop and motivate volunteers.
5. Proven understanding of our core advice areas (benefits, debt, housing, employment) and the skills needed to offer an effective and impactful advice service.
6. Understanding of what a good quality advice service looks and feels like for clients.
7. Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers are empowered and motivated to do their best.
8. 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.
9. Excellent interpersonal and communication skills, verbally and in writing. Proven ability to work with new volunteers and to build relationships with staff at all levels.
10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
11. Ability to use IT packages, including Microsoft Office (Word, Excel, PowerPoint) or similar, planning tools (e.g. MS Project)/ database packages and the ability to use email and to maintain an electronic diary. Experience with Citizens Advice systems (Casebook, Advisernet, Cablink, Adviceline) is useful but not essential.

12. Commitment to reflective performance and continuing professional development.

Desirable

We want to build a collaborative 'one-team' culture where staff and volunteers, as far as possible, contribute their skills, experience and time flexibly across our services - depending on the needs of clients and colleagues. We are therefore keen to recruit people with a flexible approach and are interested in additional skills/experience that candidates may bring. Please let us know if you have experience of the following:

- call centre supervision
- quality assurance,
- project management,
- training, or
- fundraising.