

Head of Core Service

Salary	Starting salary £44,256 p.a pro rata
Hours	35 hours per week, normal working hours 9.30 to 5.30 Open to part-time, job-share, and flexible working This is a temporary appointment for four months 01/09 - 31/12/2026
Responsible for	Service Managers Project Managers Advisers and caseworkers Volunteers
Responsible to	Chief Executive
Location	Blended between home and office (Battersea and Roehampton)

About us

We're a thriving advice organisation that is part of the national Citizens Advice network. We provide information, advice and casework support to around 10,000 people a year. Our services are delivered by a team of around 40 paid staff and 60 volunteers. We have a typical annual turnover of £2 million and in addition to our core advice service, funded by Wandsworth Council, we have a range of projects funded by trusts, foundations and our local Integrated Care System.

While we're proud of the number of residents we support, we know that we can't meet demand for advice and that marginalised communities don't always come to established organisations for support. Because of this, we place equal value on improving reach and access through creative collaboration with equity-led organisations, partnership development and capacity building.

The role

Our **Head of Core Service** has overall responsibility for a range of projects and services funded by organisations including Wandsworth Borough Council. They work closely with other members of our Senior Management Team (SMT) to lead the charity, with a focus on partnerships with statutory organisations. They lead a team of managers and

frontline staff who are responsible for day-to-day delivery and, as manager and leader, their key responsibilities are:

- Ensuring we live up to our values, standards and ambitions, including being a more inclusive workplace where everyone gets the support they need to do their best.
- Managing contracts and relationships with funders, partners and other stakeholders such as senior council officers, local councillors and MPs.
- Developing and delivering on our organisational strategy, as well as identifying new funding and partnership opportunities.

Our core service is the foundation of everything we do and is highly visible to residents and local partners because it provides the main access points for our projects and services. The Head of Core Service has a particular responsibility for supporting the organisation with:

- Managing service issues such as quality of advice, safeguarding, information assurance and complaints.
- Managing relationships with local statutory organisations and the local voluntary sector.
- Ensuring that our core service is responsive to feedback from community partners and the diverse communities we serve.

The team

Our Senior Management Team is made up of the Chief Executive, Deputy Chief Executive, Head of Core Service and Head of Community Partnerships.

Members of our SMT have individual responsibility for a wide area of work involving multiple stakeholders and lead on a range of cross-organisational functions. They're accountable for delivery against business plan objectives, meeting regularly with and reporting directly to our Board of Trustees.

Projects and services

The Head of Core Service is responsible for around £1 million in funding, with currently 5.5 FTE direct reports and 7.0 FTE indirect reports.

Projects and services are allocated between this role and the Head of Community Partnerships. The table below is an indication of the projects and services the Head of

Core Service has responsibility for, but this isn't complete and responsibilities change as funding begins and ends.

Projects or service	
Core Service - Generalist (Wandsworth Borough Council)	The main access point for most of our clients, includes our advice centres, Adviceline phone service and both local and national referral routes. Generalist Service volunteers also provide casework support and specialist advice.
Core Service - Specialist (Wandsworth Borough Council)	Specialist welfare benefits advice for disabled people and unpaid carers, including through home visits.
Cost of Living Project (Wandsworth Borough Council)	Support for residents affected by cost of living issues. Staff on this project are embedded in the Generalist Service to help with additional demand caused by the cost-of-living crisis.
Homelessness Reduction Act Project (Wandsworth Borough Council)	Support for people threatened by or experiencing homelessness.
Financial Resilience Navigators (Wandsworth Borough Council)	Support for vulnerable households to improve financial resilience and avoid the need to access crisis support.

Main responsibilities

Leading means being accountable for the success of a project, service or strategic area. This involves having final say on strategic decisions, after consulting other team members.

Ensuring means being responsible for running of a project, service or strategic area. This involves taking day-to-day decisions, consulting the leading person and other team members where appropriate.

Supporting or **contributing to** means providing advice, challenge and direct support to the people responsible for a project, service or strategic area. Although it doesn't

involve being directly responsible for decision making, this input is important and valued.

Leadership

- Ensure our values are upheld and our team are engaged, motivated and supported to provide a high-quality service to Wandsworth residents.
- Represent and advocate for the organisation externally.
- Demonstrate a passion for our work and model our values.

People management

- Ensure the effective line and performance management of staff and volunteers through regular supervision sessions, feedback and the appraisal process.
- Ensure that learning and development needs of staff and volunteers are regularly evaluated, identified and met.
- Contribute to creating a positive working environment with a focus on equity and diversity, where dignity at work is upheld and staff and volunteers can do their best.
- Encourage good teamwork and lines of communication between teams and individuals across the organisation.

Organisation management

- Ensure that each project and service within a portfolio is adequately managed, staffed and resourced.
- Ensure that monitoring, reporting, evaluation and other commitments are fulfilled, producing reports and monitoring data as required.
- Maintain common practices to ensure standards of service delivery are met, working with systems in place for staff supervision, case recording, statistics, follow-up work and quality assurance.
- Contribute to managing operational compliance and service issues such as safeguarding, information assurance and complaints.
- As needed, supervise frontline advice services.

Development

- Contribute to the development and delivery of strategy, working with the Board to set direction and translate this into operational plans.
- Identify and develop new partnership and funding opportunities.
- Support the development of specialist advice services and new forms of advice delivery to meet strategic priorities.

- Contribute to ensuring that our services align with the needs of our residents and involving people with lived experience in the planning and development of our services.
- Contribute to managing a positive relationship with Citizens Advice national and ensuring that learning from the national network is implemented effectively and appropriately into our strategic development.

Finance and resources

- Support the Chief Executive and Deputy Chief Executive to maintain financial control of the organisation.
- Support the negotiation and review of grants and service agreements, including by ensuring that we deliver what we say we are going to do.
- Support good practice and compliance in financial management of the organisation.
- Contribute to effective risk management, both on an ongoing basis and for any new projects or strategic development ideas that may involve risk.

Cross-organisational functions

The Head of Core Services leads on:

- Equity, Diversity and Inclusion

Person Specification

Essential

1. Understanding of the transformational impact of advice services and commitment to our values (generosity, creativity, accountability, and quality).
2. Strong track record of managing advice services, with proven ability to manage operational compliance and delivery against agreed targets.
3. Experience of managing relationships and partnerships with voluntary and statutory organisations.
4. Ability to manage project and service budgets, including ensuring appropriate financial controls are maintained.

5. 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.
6. Confident and capable people management skills including the ability to recruit, develop and manage staff and volunteers, including, where necessary, managing of poor performance.
7. Strong interpersonal skills including proven ability to work with a variety of stakeholders to establish good working relationships by earning and maintaining trust.
 - Ability to develop and implement strategic development, including of involving staff and volunteers and ensuring the voice of the people who use our services is heard.
 - Proven ability to communicate effectively in person and in writing, including researching and interpreting complex information to produce clear verbal and written reports.
8. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Understanding of Equity, Diversity and Inclusion, as well as a commitment to making our organisation as equitable and inclusive as possible.

Desirable

10. Experience of giving advice in the Citizens Advice network or an equivalent organisation.
11. Knowledge of innovation and new approaches in advice delivery including utilising new technology.
12. Knowledge of Wandsworth and the local voluntary sector.