

# **CLACKMANNANSHIRE CITIZENS ADVICE BUREAU**

## **Advice Services Manager**

**Employer:** Board of Directors, Clackmannanshire Citizens Advice Bureau Limited

**Location:** Alloa

**Job Title:** Advice Services Manager

**Responsible To:** Managing Director

### **Summary of main responsibilities**

- The Advice Services Manager has day to day responsibility for the bureau advice service including being responsible for a high level of quality assurance. The successful candidate will manage a diverse team of staff and have responsibility for volunteer's recruitment, training and development. You will also be required to work as part of the Senior Management Team inputting to the bureau development as a whole. Main duties also include ensuring that advice meets the quality audits for both Citizens Advice Scotland and Scottish National Standards Type iii.

### **General Responsibilities**

- Ensure that all staff and volunteers provide the highest quality service and in conjunction with the Volunteer coordinator through both formal and informal training within the requirements of Scottish National Standards
- Ensure quality of advice and integrity of the system by monitoring client records and identifying advisor training and/or support needs.
- Chair bi-monthly quality assurance meetings with the bureau quality assurance team.
- Be the main point of contact and prepare and provide all required information for both CAS and Scottish National Standards
- When required act as session supervisor or provide 2<sup>nd</sup> tier support to the bureau session supervisors.
- Identify training needs of staff and volunteers through formal training needs analysis and ensure that required training is carried out, working in conjunction with respective Line Managers.
- Deputise for either Managing Director or Project Manager.
- Responsibility for staff and project management as required by the post
- Ensure that all projects are fully integrated in to the general bureau services.
- Complete reports for funders who come under the remit of this post.
- Responsibility for and be pro-active in volunteer recruitment working alongside the bureau Volunteer Coordinator
- Assist with staff recruitment if required
- Work within Clackmannanshire bureau Policies and Procedures at all times and ensure that others do the same.

- Keep up to date advice related Policies and Procedures and develop any new ones required in conjunction and consultation with Senior Management Team.
- Ensure that data and statistics are available to management on numbers of clients, client profiles, types of enquiries and service availability to assist with provision of a service that is fit for purpose.
- Ensure that social policy feedback forms are completed by advisors for action by the bureau Social Policy Coordinator.
- Carry out required staff/volunteer reviews and annual appraisals in line with bureau policy and remit of the role.
- Provide holistic support for volunteer advisors, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions.
- Be pro-active in reviewing processes and making any adjustments to ensure best practice.
- Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously.
- Ensure that good relationships are developed with outside agencies.
- Undertake other tasks as may reasonably be requested.

### **Accountability**

Provide written reports and attend supervision sessions and annual appraisal.

### **Salary**

**£24,000.00-£30,000** (dependent on skills and experience)

**Closing Date: Sunday 25<sup>th</sup> October 2020 at 5pm**

**Interview Date: W/C 2<sup>nd</sup> November 2020**

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