



# Deputy Operations Manager Job pack

Thanks for your interest in working at Citizens Advice Winchester District. 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 Winchester District
- The role profile and personal specification
- What we give our staff

## **Want to chat about this role?**

If you have any questions about this role, or would like the job pack in a different format, please email [admin@cawinchesterdistrict.org.uk](mailto:admin@cawinchesterdistrict.org.uk) with your contact details.



# Our values (the principles that underpin our work) are:

1. In a changing world, we're adaptable, flexible, and continually developing
2. We're passionate about improving people's lives, and having the biggest impact we can
3. We put the people we help first – our clients are at the heart of everything we do
4. We're professional and strive for excellence
5. We're inclusive and accessible
6. We're supportive, empathetic and respectful - we never judge
7. We're encouraging, friendly and work as a team
8. We empower others – giving them the skills, knowledge and confidence to improve their lives



## 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.

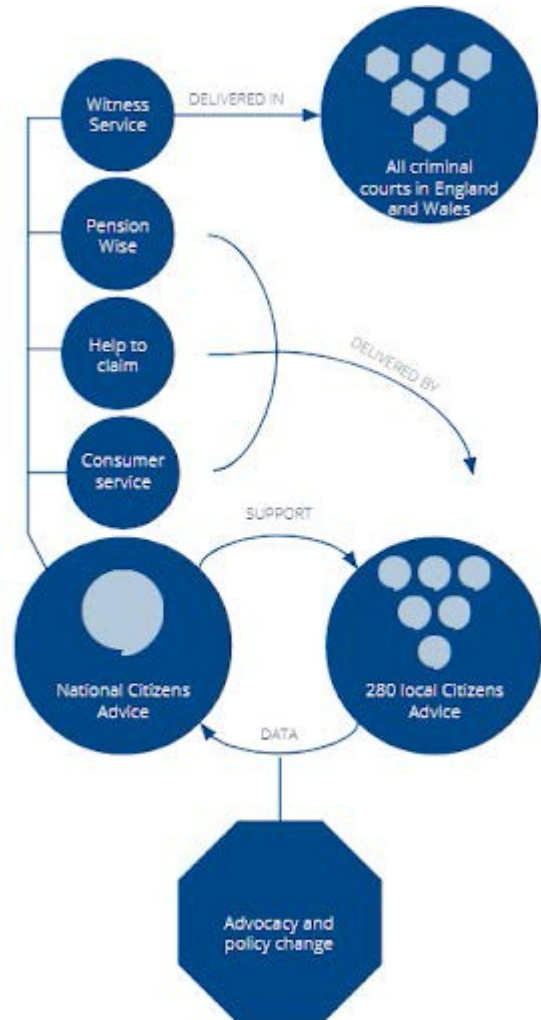
This role sits in our network of independent charities, delivering services from

- 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.





## The role

<b>JOB TITLE:</b>	Deputy Operations Manager
<b>SALARY:</b>	£30,000 - £33,000 pro-rata p.a. (depending on experience, based on 37.5hrs FTE)
<b>HOURS:</b>	20 - 25 hours per week (to include some flexibility for holiday cover etc.)
<b>LOCATION:</b>	The role will be mainly office-based, but may also involve some activities delivered elsewhere within Winchester District, and some home working after the initial training period.
<b>TYPE:</b>	Permanent
<b>REPORTING TO:</b>	Ally Chatterley, Operations & Training Manager
<b>DBS:</b>	This role will be subject to a basic Disclosure and Barring Service (DBS) check
<b>CLOSING DATE:</b>	Monday 5 February 2024 at 10am (we reserve the right to close vacancies early, we therefore recommend you apply as soon as possible).

Citizens Advice Winchester District (CAWD) is a thriving, independent local charity, and a high-performing member of the Citizens Advice network. At CAWD people come to us for support on a wide range of issues, but they have one thing in common: they need help, often urgently. Our advice changes peoples' lives, supporting them through difficult and challenging times. We deliver free, independent advice on a range of topics via our telephone, email, webchat and face to face services. Our core service relies on volunteers who expertly support the bulk of our clients. We also deliver specialist services and projects.

We are also currently recruiting for a part-time Advice Session Supervisor – these two positions could be combined into one full-time position. If you're interested in applying for the combined role, please submit an application form from this job pack and let us know when you send it to us that you're looking for a full-time role.



# Role profile

## Purpose of the role:

Our Operations and Training Manager (OTM) oversees the management and development of our advice services (including core generalist advice service and specialist projects). The Deputy Operations Manager (DOM) works in close partnership with the OTM.

You will support the Operations and Training Manager (OTM), to manage the day-to-day operation of our advice delivery and associated projects.

You will have an inspiring and engaging style, able to create an atmosphere where people can thrive and ensure advice is delivered efficiently and effectively. The role offers lots of variety and scope to develop your areas of interest, within our broader strategy and priority areas.

## Key Work Areas and Tasks:

### Service Delivery

- Assist the OTM to ensure the smooth efficient running and high quality of CAWD's advice services.
- Support the OTM to develop and manage the service delivery of specialist projects
- Ensure service delivery and adequate cover from available staff and volunteers.
- Supervise the work of designated staff and volunteers to ensure that standards meet Citizens Advice requirements.
- Monitor, maintain and develop standards of service delivery, including casework auditing.

### People Management

- Ensure performance and developmental issues are identified and acted on to develop individuals and improve quality of advice.

- Line manage staff

### **Volunteer Recruitment, Training and Development**

- Support the OTM as needed with the recruitment, selection, induction and development of volunteer advisers, and the ongoing development of more experienced volunteers. (this role will oversee new adviser training but is not expected to deliver the training programme – further details can be discussed at interview)
- Deliver informal information-giving or briefing sessions to colleagues

### **Support other activities within the Supervisor team**

- Provide supervisor cover for colleagues during absence (e.g. holiday, training) - full training for this, and all other areas of the role, will be provided.
- Assist with service wide case-checking.

### **Project Management**

Manage projects and provide strategic support to the service in a range of areas, including (but not limited to):

- Innovation and development of new services
- Communications
- Fundraising
- Administration
- Research and campaigns
- Attending internal and external meetings to represent CAWD as required

### **Discrimination**

- Be aware of the office procedures for dealing with actual and potential discrimination issues.

### **Research and campaigns:**

- Promote and actively support Research and Campaigns work.

### **Administration**

- Ensure that appropriate systems are maintained for case recording, statistics, follow up work and quality control.

- Meet specified project requirements and provide case studies where appropriate.

### Other duties and responsibilities

- To carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the project.
- Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
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### Personal and Professional Development

- Keep up to date with relevant legislation, case law, policies and procedures relating to relevant advice issues and undertake appropriate training.
- Attend relevant internal and external meetings as agreed.
- Undertake Service & Personal Development activities as appropriate.



# Person specification

## Essential

- 1) Minimum of two years' experience of advice delivery.
- 2) Experience of supervising people.
- 3) Ability to prioritise effectively.
- 4) Ability to communicate effectively, verbally and in writing, conduct research and analyse and interpret complex information to produce and present reports clearly.
- 5) Demonstrable understanding of the issues involved in interviewing clients and an up-to-date understanding of equity, diversity and inclusion.
- 6) Ability to monitor, maintain and report on service delivery against agreed targets.
- 7) Ability to use numerical and IT skills to provide support and maintain operational and case management systems.

**Desirable – bonus points if you meet these, but if you're interested in the role and meet all the essential criteria, we'd love to hear from you.**

- 8) Experience of people managing (e.g. recruitment, development, general line management)
- 9) Experience of delivering, and reporting on, funded projects.
- 10) Experience of monitoring service delivery against agreed quality assurance targets.
- 11) Experience of developing and improving a service or project

### **Generic Role Requirements**

Ensuring that work reflects and supports the Citizens Advice equality and diversity strategy.

Monitoring and evaluating activities appropriate to the role and contributing to service planning processes by providing regular reports and feedback on the areas of responsibility.

Attending regular meetings relevant to the role (staff, team, etc.).

Working cooperatively with colleagues and encouraging good teamwork, clear lines of communication and common practices within the team.

Abiding by health and safety guidelines and sharing responsibility for own health and safety and that of colleagues.

Identifying own learning and development needs and taking steps to address these.

Carrying out any other tasks within the scope of the post to ensure the effective delivery and development of the service.





# What we give our staff

Citizens Advice Winchester District is a great place to work! If

you join us, you are guaranteed:

- Competitive rates of pay (within the charity sector)
- Excellent training opportunities.
- A fantastic opportunity to launch a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience.
- Confidential Employee Assistance Programme.
- A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility.
- The chance to work with amazing people within a nationally recognised charity.

At Citizens Advice Winchester District we are committed to our team members' wellbeing. We aim to provide a supportive, flexible and rewarding environment, encouraging people to develop in their areas of interest to nurture a strong team culture.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from Disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce.