**Kincardine and Mearns Citizens Advice Bureau**

**Deputy Manager**

**Job Description**

**Employer:** Kincardine and Mearns Citizens Advice Bureau

**Job Title:** Deputy Manager

**Responsible to:**  Chief Officer- CO

**Location:** Stonehaven

**Hours per week:** 21 (Fixed term for 12 months with continued contract dependant on future funding)

**Salary:** £27,000 (FTE based on 35h p/w)

## Summary of Main Responsibilities:

To support the CO with the day-to-day operation of the Bureau through:

* The supervision and co-ordination of advice sessions and casework activities in the Bureau alongside Bureau Co-Ordinator and ensuring the bureau meets the required quality standards
* Ensuring that a quality service is provided to the people of Kincardine and Mearns by monitoring procedures and working with the CO to continually develop and maintain efficient and effective processes
* Monitoring and collating information, and identifying themes and trends which will inform social policy locally and at a national level alongside Volunteer Social Policy worker
* Working with the Bureau Coordinator and CO to ensure that the training needs of volunteers and staff are identified and that an on-going training plan is developed and maintained
* Assist the CO and effectively contribute to the bureau planning process to provide a clear direction for the wider KAMCAB
* Assist the CO with finance, funding, auditing, budgeting and reporting needs of the Bureau
* Attend Meetings with and in place of CO as required

**Main Responsibilities**

**Management**

* To work with the Bureau Coordinator and Admin Coordinator to co-ordinate advice sessions with volunteer advisers across the service
* To co-ordinate and prioritise the casework undertaken by staff and volunteers
* To encourage good teamwork and lines of communication between all members of staff and volunteers contributing to the formulation of a robust communications strategy
* Work with Administrator to ensure effective management of Bureau
* To deputise for the CO as and when required

**Service Delivery**

* To supervise advice sessions and casework and ensure that quality standards are met as required alongside Bureau Co-Ordinator
* To help ensure that a quality service is provided by the Bureau
* To ensure that the Bureau’s systems are developed and maintained for case recording, statistics, follow up work and quality control

**Training and Development**

* To identify, agree with CO and implement own training and development needs
* To assist in the identification of the training and development needs of paid staff and volunteer advisers
* To support the CO and Bureau Coordinator in translating training and development needs into a practical training plan
* To organise and deliver where relevant training and development activities and help ensure training needs are met
* Case Checking of Staff alongside Bureau Co-Ordinator

**Other Responsibilities**

* To abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* To assist the CO in the preparation of reports and funding bids
* To support the CO in the promotion of the work of KAMCAB both locally and nationally
* Provide Advice session supervision as required with Bureau Co-Ordinator
* To undertake all other tasks as reasonably requested by the CO

## Person Specification:

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| **OPERATIONS MANAGER**  | **COMPETENCIES** |

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| **QUALIFICATIONS** | Educated to degree level or equivalent E |

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| **EXPERIENCE** | Experience of supporting Senior Management E Experience of providing a client facing service and working with the public ETwo year’s supervisory experience within a busy office setting E Experience in staff recruitment, training and supervision EExperience in quality assurance D Experience of case management and statistical recording systems D.Experience of working towards high levels of customer satisfaction E.  |

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| **SKILLS AND****ATTRIBUTES** | Excellent written and oral communications skills. E Ability to identify and resolve problems quickly and efficiently E.Ability to create and manage systems to enable the effective management of the organisation EExcellent interpersonal skills with staff, management, customers and external parties E Promotional and presentation skills, able to represent the organisation at events and meetings and publicise/market the service E Contribute to IT solutions to enable effective and efficient advice D Ability to work under pressure E Keen analytical skills, able to collate, review and interpret data D Ability to manage change and development E  |

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| **VALUES AND** **ATTITUDES** | Ability to work on own initiative, prioritise work and manage pressures from both internal and external to the organisation EDependable, reliable, trustworthy and approachable ECommitment to team working approach EProven ability of working as part of a team E Support of the principle of voluntarism ENon-judgemental, supportive and inclusive E. Experience of implementing Equal Opportunities Policies and practices ECommitment to equality of opportunity within CAS and its services E |

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| **KNOWLEDGE**  | Awareness of current policy issues within their field, relating to individuals in Scotland EUnderstanding of the issues that affect clients and how it affects individuals and their families DWorking knowledge of existing legislation D Knowledge of effective case management E  |