**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 E  Two year’s supervisory experience within a busy office setting E  Experience in staff recruitment, training and supervision E  Experience 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 E  Excellent 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 E  Dependable, reliable, trustworthy and approachable E  Commitment to team working approach E  Proven ability of working as part of a team E  Support of the principle of voluntarism E  Non-judgemental, supportive and inclusive E.  Experience of implementing Equal Opportunities Policies and practices E  Commitment 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 E  Understanding of the issues that affect clients and how it affects individuals and their families D  Working knowledge of existing legislation D  Knowledge of effective case management E |