

Citizens Advice Oxford

Job description and person specification

Head of Operations and Projects

Hours: 21-30 hours per week

Salary: £30,000 - £32,293 pro rata

Terms :Permanent

Benefits: up to 5% matched contribution pension, 28 days' holiday plus bank holidays pro rata

Location: Citizens Advice, 95 St Aldates

Reporting to: Director

Context of role:

The post holder is responsible for all aspects of the day to day operational management of the organisation, delivery of all aspects of projects that are not part of the core advice service as well responsibility for the reporting on service activity for the CEO, trustees and funders regarding the core advice service, advice and non-advice projects. In addition, the post holder will be responsible for marketing and promotion including website and social media management.

This role will include the line management of project managers/staff. The post holder will work closely with the CEO in developing and ensuring that staff and volunteers meet these objectives by ensuring the delivery of high quality services that meet the needs of the area.

Role purpose

To oversee all operational aspects of Citizens Advice Oxford working collaboratively with the Core Services Manager, Quality and Development Officer, Office Manager and supported by Project Managers/staff.

Planning and development

- Implement and monitor the development plan as required by the Citizens Advice membership scheme
- Advise the CEO on staffing and service delivery issues in projects.
- Translate organisational objectives into team and individual work plans with clear and realistic targets
- Assist the CEO by maintaining an awareness of the operating environment such as those legislative developments, social trends and local needs likely to affect demand for advice and opportunities for service development
- Participate in organisation initiatives as appropriate and contribute to the work of associated committees and working parties
- Support the strategic development of the organisation
- Ensure the organisations management and services to clients reflect and support the Citizens Advice service's equality and diversity strategy

Service delivery

- Maintain and develop standards and ensure the delivery of services
- Implement all new contracts and service delivery initiatives
- Manage and supervise the work of designated staff to ensure that standards meet Citizens Advice and funder requirements
- Develop and maintain common practices to ensure that standards of service delivery are met and appropriate systems are in place for staff supervision, case recording, statistics, follow-up work and quality control
- Maintain relations with funders, fulfil all reporting requirements, manage contract compliance and ensure that services meet their milestones, targets and outcomes.
- Maintain an awareness of organisational and technological developments and ensure that the service operates in ways which make best possible use of the resources available
- Ensure, delegating as appropriate, that each service location is adequately managed, staffed and resourced
- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographic areas
- Assist and advise the relevant managers on compliance with the Citizens Advice membership scheme
- Produce marketing and impact literature

Staff management

- Encourage good teamwork and lines of communication between all members of staff
- Ensure recruitment and induction of new staff as appropriate and in line with CA recruitment policies and best practice
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Ensure the effective performance management and development of all staff, through regular supervision sessions, the appraisal process and learning and development
- Regularly evaluate staff and ensure that with the support of the Training Officer their learning and development needs are identified and met in accordance with Citizens Advice standards.
- Attend and contribute to regular meetings of the senior management team
- Attend and manage regular meetings of all paid and unpaid project staff, ensuring effective communication between management, staff and volunteers. Negotiate with staff and volunteer reps as necessary
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Ensure that all services are adequately staffed and resourced
- In accordance with Citizens Advice and service procedures assist the Director in implementing employment policies and procedures

Data Security & Protection

- Responsibility for Data Security and protection as delegated by the SIRO
- Act as organisation Data Protection Officer (DPO)

Financial management

- Work with the CEO to ensure all services are delivered on budget using the financial

controls and procedures of the organisation

- Contribute to decisions on allocation of resources
- Act as cheque signatory and authorise expenditure up to limits as agreed by the governing body

Governance

- Attend meetings of the trustee board as required
- Provide regular reports to the board on all aspects of operational delivery including advice, projects and social policy
- Assist with the production of the annual report
- Manage GDPR and data protection
- Ensure Adult Safeguarding compliance

Marketing and public relations

- Promote and protect the aims, principles, policies, interests and reputation of the CA service and projects both locally and nationally and ensure that the organisation has a high profile at all times
- Promote the work of the Citizens Advice service both locally and nationally
- Represent the organisation's Director and trustee board as appropriate at Citizens Advice and other statutory, voluntary and commercial organisations professional bodies and institutions
- Ensure marketing and promotional resources are relevant and impactful
- Manage website content for National site template, CAOX and citizensadviceoxford.org.uk
- Produce monthly digital newsletter
- Produce quarterly external newsletter

Administration

- Establish, maintain and monitor effective and efficient administrative systems
- Maintain complaints procedures in accordance with Citizens Advice guidelines
- Use ICT as required for the role including CRM system and windows software
- Manage website content for National site template, CAOX and citizensadviceoxford.org.uk
- Produce monthly digital newsletter
- Produce quarterly external newsletter

Learning and development

- Identify and implement own learning and development needs
- Be responsible for and maintain the organisations learning and development plan with the assistance of the Training Officer and in collaboration with other colleagues
- Identify the learning and development needs of staff through support and supervision and contribute towards the organisation's learning and development plan
- Organise learning and development activities in conjunction, as appropriate, with the training officer

Other duties and responsibilities

- Deputise for the organisation CEO when required
- Contribute to Research and campaigning activities

- Promote the aims, policies, and membership requirements of the CA service
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

Person specification

1. The ability to commit to, and work within, the aims, principles and policies of the CA service
2. Proven ability to implement strategic development and resource plans, particularly in the areas of service development, staff development and the management of change
3. Up to date knowledge of the voluntary sector and, in particular, understanding of the strategic and policy environment in which advice operates
4. Proven track record of managing a range of people including the ability to recruit, develop and motivate staff and volunteers
5. Initiative and ability to lead and contribute to a team, including prioritise work, identify and develop ideas and opportunities, delegate effectively, handle pressure and take day-to-day decisions for the organisation
6. Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
7. Proven ability to identify, implement and manage internal change
8. Capability of influencing change externally and the ability to earn and maintain the trust of those people with whom the organisation deals, especially funding bodies and donors
9. Experience of maintaining quality standards and monitor service delivery against agreed targets desirable
10. Proven ability to communicate effectively in person and in writing with individuals and with a wide variety of organisations, staff and volunteers.
11. Ability to research and interpret complex information, including data, and produce clear verbal and written reports
12. Proven contract and project management experience
13. Experience of ensuring policies, procedures and processes are in place to support effective and efficient service delivery
14. A good up to date understanding of equality and diversity and its application to service delivery, business development and the recruitment and management of staff and volunteers
15. Knowledge of marketing and promotion and ability to develop a range of effective marketing tools
16. Commitment to continuous professional development

Please return the completed application form to recruitment@cab-oxford.org.uk by **midday Thursday 27th June**, interviews **Thursday 4th July**

Further Information

Application of Knowledge

Please highlight the options that best describe the role:

- Basic level of education required; including reading, writing, and basic numeracy.
- Application of knowledge within agreed rules and set procedures, may be within a specialist or technical field.
- Demonstrates technical know-how and broad understanding of the subject area often learnt on the job. Including an understanding of multiple unrelated processes and procedures/methods.
- Good knowledge of a specialist area achieved through study or through job experience. Able to demonstrate a broad knowledge across a number of areas.
- Subject expert, with a number of years post qualification experience or equivalent business experience.
- Broad extensive knowledge of the theories and practices within a functional area and understanding on wider business impacts with other areas.
- Requires a deep and broad understanding of multiple business functions within the organisation.
- Requires extensive theoretical and practical knowledge across all major functions within the organisation.

Problem Solving & Innovation

Please highlight the options that best describe the role:

- Problems encountered will be defined, repetitive, and routine with a solution readily available.
- Encounters fairly similar problems which require some fact finding, clarification, and basic analysis.
- Resolves issues that are differing, but related in nature.
- Resolves issues which are often varied and non-routine.
- Problems are unclearly defined and sufficient information may not be available.
- Defines and resolves complex issues where fundamental principles do not clearly apply or where data appears to conflict.
- Carries responsibility for consideration and resolution of major problems for a business function
- Resolves issues which are highly complex, nonrecurring and novel. Carries responsibility for consideration and resolution of major problems for the entire organisation.
- Resolves highly complex and novel issues with far-reaching impact and/or consequences. Carries responsibility for consideration and resolution of major problems for the entire organisation.

Communication and working relationships

Please highlight the options that best describe the role:

- Interaction with others is limited to own team with little requirement for internal or external contact.
- Interacts with a range of individuals both within and outside immediate team to convey basic information.
- Exchanges technical or nontechnical information with colleagues and immediate superiors and/or customers.
- Shares information with a range of stakeholders internal and external but with limited requirements for persuasion.
- Interprets and explains information to audiences who are not familiar with the subject matter often requiring persuasion.
- Required to convey complex information and persuade a range of diverse stakeholders/audiences.
- Required to manage & resolve complex issues across a range of diverse stakeholders/audiences, often external as well as internal.
- Develops and communicates strategies for a department/function.
- Develops and communicates strategies for a major business segment / multiple functions.
- Develops and communicates strategies and sets vision for the organisation.

Information assurance and ICT

- Requires access to Management information and files
- Requires mobile phone
- Information responsibility
- IA Accounting Officer
- SIRO
- Information Asset Owners (IAOs)

Timeframe

Please highlight the option that most describes the typical time horizon that this role is responsible:

- Focus on here and now
- Focus on current financial quarter
- Focus on performance across financial year
- Focus 1 - 2 year time frame
- Focus 2 - 5 year time frame