



## Head of Operations

### Job description and person specification

**Hours:** 21-37 hours per week

**Salary:** £30,000 - £32,293 pro rata

**Terms:** Permanent

**Benefits:** up to 5% matched contribution pension, 31 days' holiday plus bank holidays pro rata

**Location:** Citizens Advice, 95 St Aldates

**Reporting to:** Director

We are seeking an enthusiastic, experienced and proactive senior manager to take the lead on a range on implementing and embedding varied projects and support the operation of the wider organisation.

The post holder will be responsible for holding the overview of our various workstreams and the links between them, effectively implementing new initiatives and projects, while ensuring that existing work and compliance requirements are on track.

You will have solid organisational, influencing and communications skills, together with the ability to foster strong professional relationships and encourage close collaboration between internal and external stakeholders.

Critical thinking and first-class analytical skills will underlie your proven ability to solve complex multifaceted problems, and to provide well-presented options appraisal and solutions to a wider audience.

## **Key areas of work**

### *Service management and development*

You will:

- maintain an overview of projects and operations, aligning operational performance with the strategic vision, to which you will also contribute;
- understand the links between our various work streams and quickly identify priority risks and opportunities;
- maintain full knowledge and understanding of our contracts and KPIs, monitoring performance against these, and pre-empting and addressing issues before they arise;
- use data and information from a variety of sources, including our extensive CRM system and quality monitoring, to create evidence-based service development/improvement plans and supporting processes that ensure service and commercial excellence to better meet demand and our clients' needs.

### *Implementation*

You will:

- be a strong implementer, able to drive forward plans for growth and development;
- identify, plan, manage and monitor a range of initiatives and internal change processes;
- be capable of influencing internal change across a range of stakeholders, including volunteers, staff, managers and trustees, and be able to earn and maintain the trust of the people with whom the organisation deals, especially funding bodies and donors.

### *Compliance*

You will ensure:

- that all contractual/funder obligations are met within time and budget;
- compliance with relevant regulatory frameworks, including the Advice Quality Standard, Financial Conduct Authority requirements, Citizens Advice national requirements, the General Data Protection Regulation. You will also be the Accounting Officer and Safeguarding Lead;
- that policies, procedures and processes are in place to support effective and efficient service delivery.

### *People management*

You will:

- lead and manage a high-performing team of ten, with seven direct reports;
- 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 at all times.

## **About the candidate/person specification**

1. Demonstrate strong and visible leadership to ensure their day-to-day delivery reflects the common value base of Citizens Advice Oxford.
2. Experience of managing and monitoring operational contracts and KPIs, with proven experience in identifying risks and pre-empting issues before they arise.
3. Experience of planning, implementing and monitoring evidence-based service improvement plans, and other projects and initiatives.
4. Ability to effectively define, understand and resolve complex issues across multiple areas or disciplines.
5. Ability to research, analyse and interpret complex information, including data, and to produce clear verbal and written reports, with visuals where appropriate.
6. Highly organised with a proven ability to work to a high standard and an eye for detail.
7. Experience of meeting contractual and compliance requirements and/or maintaining quality standards and monitor service delivery against agreed targets.
8. Proven experience of managing and leading a high-performing team.
9. Experience of implementing change in a dynamic, collaborative environment across a variety of stakeholders.
10. Excellent communication skills, with the ability to explain complex information to, and persuade, diverse stakeholders/audiences.
11. Good working knowledge of IT best practice and innovation to resolve routine activities.
12. Commitment to continuous learning and self-improvement.
13. The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.

## **Desirable**

14. Experience of working in a charity/not for profit sector.

Please return the completed application form to [recruitment@cab-oxford.org.uk](mailto:recruitment@cab-oxford.org.uk) by **midday Monday 24<sup>th</sup> August**

## 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**

- 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