



**Position:**        **Manager – Citizens Advice Armagh**

**Date:**            **May 2017**

**Term:**            **Permanent**

**Location:**       **Based in Armagh, with travel as required**

**Salary:**          **PO1 Salary: £28,127 - £30, 311**

**Hours:**          **37.5 per week**

**Staff:**            **Line management of CA Armagh staff team, supervision of volunteers**

**Employer:**       **Citizens Advice Armagh**

### Role Profile

<b>Reporting to:</b>	CA Armagh Trustee Committee
<b>Role purpose:</b>	<ul style="list-style-type: none"> <li>• To manage overall delivery of local Citizens Advice services in the Armagh area in alignment with Citizens Advice strategy</li> <li>• To manage planning and development of advice services in the area, in compliance with Citizens Advice membership requirements</li> <li>• To support the Citizens Advice Armagh Trustee Committee in fulfilment of its obligations in accordance with Citizens Advice and statutory requirements.</li> <li>• To manage delivery of high quality advice services in the area, including compliance with the Citizens Advice Quality Framework and other membership requirements</li> <li>• To ensure local service design is deliverable and development is managed to secure continued funding; contribute to relevant Citizens Advice service and development strategies.</li> <li>• To ensure proper financial management systems are in place</li> <li>• To effectively manage staff and volunteers and to provide inspiring leadership to the team</li> <li>• To articulately promote the local Citizens Advice service, maintain key relationships with funders and local influencers and contribute to the overall promotion of Citizens Advice</li> </ul>

Key Accountabilities	Elements/Tasks
<b>Planning and development</b>	<ul style="list-style-type: none"> <li>• In conjunction with the governing body, develop, implement and monitor the business and development plan as required by the Citizens Advice membership scheme</li> <li>• Translate organisational objectives into team and individual work plans with clear and realistic targets</li> <li>• Maintain an awareness of the operating environment such as legislative developments, social trends and local needs likely to affect demand for advice and opportunities for service development</li> <li>• Arrange for delivery of IT and other resource needs to be met in accordance with Citizens Advice guidelines</li> <li>• Participate in Citizens Advice initiatives as appropriate and contribute to the work of regional committees and working parties</li> <li>• Manage the development of the local service to ensure that the strategic development of CA Armagh, its management and its services to clients reflects and supports the Citizens Advice Northern Ireland strategy</li> <li>• Ensure that CA Armagh fulfils its objectives in line with Citizens Advice Northern Ireland equality and diversity policies</li> </ul>
<b>Supporting the governing body</b>	<ul style="list-style-type: none"> <li>• Arrange and attend meetings of the local CA Armagh Trustee Committee, including the annual general meeting and any special general meetings</li> <li>• Advise the governing body on financial, staffing and service delivery issues and on compliance with the Citizens Advice membership scheme and all other relevant legislation, e.g. company and charity law, health and safety, employment</li> <li>• Report to the governing body on progress against the business plan and agreed objectives</li> <li>• Prepare and draft the CA Armagh annual report</li> </ul>
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>• Develop the provision of specialist advice services</li> <li>• Maintain an awareness of organisational and technological developments and ensure that the local service operates in ways which make best possible use of the resources available</li> <li>• Ensure, delegating as appropriate, that each service location is adequately managed, staffed and resourced</li> <li>• Ensure that Citizens Advice policies and procedures are complied with 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</li> <li>• Establish, maintain and monitor complaints procedures in accordance with Citizens Advice requirements</li> </ul>

<b>Resource acquisition</b>	<ul style="list-style-type: none"> <li>• Research and respond to local advice needs, in particular the needs of identified disadvantaged groups and the different geographical and demographical areas</li> <li>• Develop the local funding base by identifying potential local funding opportunities consistent with the aims of the organisation and the operating environment, and applying for funding as agreed by the governing body</li> <li>• Ensure local delivery of regional projects and services within the Armagh area as required</li> <li>• Negotiate and review all grants and service agreements in consultation with the governing body, ensuring that existing services are adequately funded and appropriate grant applications are made</li> <li>• Maintain appropriate relations with funders, fulfilling all reporting requirements and ensuring compliance with contracts</li> </ul>
<b>Financial management</b>	<ul style="list-style-type: none"> <li>• Maintain day-to-day financial control of the local service within budget heads agreed by the Trustee Board</li> <li>• Ensure that all finances are properly administered and monitored and that appropriate financial regulations and controls are in place and in use at all times, as required by Citizens Advice</li> <li>• Advise on the proper allocation of resources</li> <li>• Prepare and review detailed budgets for approval by the governing body in conjunction with the honorary treasurer and / or appropriate sub-committee and auditors</li> <li>• Make regular reports to the governing body on income, expenditure and any variations from budgets</li> <li>• Oversee the correct preparation of accounts and financial statements in conjunction with the honorary treasurer and / or appropriate sub-committee and auditors</li> <li>• Ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and any other initiatives</li> <li>• Act as cheque signatory and authorise expenditure up to limits as agreed by the governing body</li> </ul>

<p><b>People Management</b></p>	<ul style="list-style-type: none"> <li>• Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best</li> <li>• Ensure the effective performance management and development of all staff, through regular supervision sessions and the appraisal process</li> <li>• Regularly evaluate staff learning and development needs and ensure that learning and development needs are identified and met in accordance with Citizens Advice standards.</li> <li>• Ensure that each member of staff has a learning and development plan</li> <li>• Convene and chair regular meetings of the local management team</li> <li>• Convene and chair regular meetings of all paid and unpaid team members and negotiate with staff reps / union reps / volunteer reps as necessary</li> <li>• Establish and implement a recruitment, induction and staff development policy in accordance with Citizens Advice Northern Ireland requirements</li> <li>• In accordance with Citizens Advice and organisational procedures, assist the governing body in implementing and monitoring employment policies and procedures</li> </ul>
<p><b>Public relations and research and campaigns</b></p>	<ul style="list-style-type: none"> <li>• Promote and protect the aims, principles, policies, interests and reputation of the Citizens Advice service both locally and regionally and ensure that the organisation has a high profile at all times</li> <li>• Ensure the development of research and campaigns, in compliance with Citizens Advice Northern Ireland requirements, and instigate systems and procedures in line with the research and campaigns requirements of the membership scheme</li> <li>• Develop and oversee appropriate local publicity through effective relations with the media and other community organisations, and through public speaking</li> <li>• Develop effective relations with appropriate authorities, agencies, organisations and individuals for the local service, including councillors, MPs, MEPs and local statutory and non-statutory organisations as part of the wider Citizens Advice Service</li> <li>• Liaise with Citizens Advice and contribute to its work at regional and national levels where appropriate</li> </ul>

**Other**

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
- Ensure that work reflects and supports the Citizens Advice Northern Ireland Equality and Diversity Strategy and all relevant policies
- Act as health and safety officer to ensure that health and safety policies and procedures for staff, premises and equipment are agreed and maintained and comply with statutory requirements
- Ensure that the local service is adequately accommodated and equipped in consideration of the needs of clients and staff and the effective operation of the service
- Use ICT as required for the role
- Develop and maintain effective local administration systems and records
- Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service
- Undertake any additional activities that are consistent with the general duties of this post and to ensure the effective delivery and development of the local service

## PERSON SPECIFICATION

- Third level qualification in management or equivalent  
Or
- Five years' experience working within a management advice role
- The ability to commit to and work within the aims, principles and policies of the Citizens Advice service
- Understanding of the voluntary sector and, in particular, knowledge of the strategic and policy environment in which the advice sector operates
- Broad understanding of the operation of local, regional and national government and the administration of public and legal services, including an understanding of commissioning
- 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
- Proven ability to devise and implement local development and resource plans, particularly in the areas of service development, staff development and the management of change
- Demonstrable track record of financial management and budgetary control, and ability to manage a budget under the guidance of the honorary treasurer
- Track record of successful income generation, through fundraising, commissioning and marketing activities
- Proven ability to contribute to the development of Citizens Advice, working constructively with Regional Office and other local offices
- Capability of influencing external change and the ability to earn and maintain the trust of key stakeholders, especially funding bodies and delivery partners
- Ability to manage service provision from multiple locations and different functions
- Proven ability to provide services to high quality standards and monitor service delivery against agreed targets
- Ability to lead and contribute to a team, including the ability to prioritise work, identify and develop ideas and opportunities, delegate effectively, handle pressure and take day-to-day decisions on the running of an organisation
- Demonstrable ability in people management, including the ability to recruit, develop, manage and motivate staff and volunteers, particularly in the voluntary sector
- 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
- Proven ability to manage internal change
- Track record of managing ICT in a business environment, including the ability to use ICT packages and to plan local service ICT needs
- Proven ability to communicate effectively in person and in writing with individuals and with a wide variety of organisations, and to research and interpret complex information and produce clear verbal and written reports
- Commitment to continuous professional development
- Track record in project management

The selection panel reserves the right to use all or some of the above criteria during the selection process, as appropriate.

# TERMS AND CONDITIONS OF SERVICE

<b>Employing organisation:</b>	Citizens Advice Armagh
<b>Contract type:</b>	Permanent
<b>Location:</b>	Based in Armagh with regular travel throughout Armagh area and to Regional Office, Belfast and elsewhere as required
<b>Hours of work:</b>	37.5 per week although reasonable hours outside of this are required to fulfil the obligations associated with the post
<b>Leave Entitlement:</b>	25 days plus statutory holidays and TOIL applies
<b>Pension Entitlement:</b>	Citizens Advice Armagh operates a contributory pension scheme

Other conditions of service shall be those applying to employees as set out in the Citizens Advice Armagh Staff Conditions of Service.

Citizens Advice Armagh is an equal opportunities employer and we welcome applications from all sections of the community.