



**Position:** Regional Development Manager - Quality  
**Date:** June 2017  
**Term:** Permanent  
**Location:** Citizens Advice Northern Ireland Regional Office, Belfast  
**Salary:** £27,924 - £29,558  
**Hours:** 37 per week  
**Staff:** Supervision of volunteers  
**Employer:** Citizens Advice Northern Ireland

### Role Profile

<b>Reporting to:</b>	Director, Services & Membership
<b>Role purpose:</b>	<ul style="list-style-type: none"><li>• To support delivery of high quality advice and information services across the Citizens Advice service in Northern Ireland, including through local offices and digital channels.</li><li>• To support and ensure compliance with membership requirements for local Citizens Advice in Northern Ireland, including support to the Membership &amp; Standards Committee.</li><li>• To support development of service improvement.</li><li>• Commercial sustainability across the service.</li><li>• To manage delivery of relevant service transformation innovations including quality and membership initiatives.</li></ul>

Key Accountabilities	Elements/Tasks
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>• Support for and adherence to the Citizens Advice Northern Ireland Membership Scheme including all compliance and governance requirements.</li> <li>• Manage implementation of the Citizens Advice quality framework and related requirements.</li> <li>• Support planning, delivery and evaluation of advice and other quality standards in Citizens Advice, to enable ongoing effective service delivery, ensuring all statutory, funder and accreditation requirements are met.</li> <li>• Assist planning, delivery and innovation of advice support and promotional services to enable ongoing effective service delivery, ensuring all statutory, funder and accreditation requirements are met.</li> <li>• Support planning and delivery of regionally developed projects particularly quality aspects.</li> <li>• Support and monitor the performance of internal, external and adjunct projects and programmes, against targets and objectives.</li> <li>• Make effective use of systems for measuring, monitoring and reporting performance against targets and to drive forward innovation and improvement.</li> <li>• Support and implement all other governance and /or compliance arrangements as required.</li> <li>• Manage Citizens Advice adherence to other quality standards, accreditations and compliance requirements for statutory organisations and funders.</li> </ul>

**Policy and Service Development**

- Source and develop opportunities for business development and income generation including supporting other teams.
- Identify, investigate and deliver opportunities to increase commercial innovation in Citizens Advice.
- Identify, investigate and deliver opportunities to increase service improvement in Citizens Advice with high emphasis on innovation.
- Support improvement and innovation in advice and other quality standards in Citizens Advice to enable ongoing effective service delivery, ensuring all statutory, funder and accreditation requirements are met.
- Support improvement and innovation in advice services to enable ongoing effective service delivery, ensuring all statutory, funder and accreditation requirements are met.
- Support the development of all policies and procedures, monitoring usage and efficacy.
- Manage implementation of decisions of the Membership & Standards Committee and ensure compliance with membership requirements.
- Manage initiatives to maximise the potential for volunteer contribution and development within Citizens Advice.
- Ensure that technological innovation is maximized in all spheres.
- Provide MI analysis, advice, and support to the Senior Management Team, and other stakeholders as appropriate, including trends and recommendations in relation to business delivery across multiple channels and functions

**Relationship Management – internal and external networks**

- Support development of partnership generator for Citizens Advice including identification and building of relationships with a wide range of organisations.
- Develop and maintain effective relationships with accrediting and regulatory bodies.
- Support key relationships with Citizens Advice counterparts in England/Wales and in Scotland across a range of functions and driving increased commercial and service delivery collaboration.
- Support positive collaborative relationships with key stakeholders including other advice bodies, funder organisations, public representatives, government departments (Northern Ireland and UK level), councils and media.
- Contribute to positive stakeholder engagement activities with a view to maximizing all service partnership and revenue possibilities.
- Maintain relationships with existing and potential customers of traded services as part of commercial strategy.
- Support effective relationships with all relevant internal and external stakeholders to enable the growth and development of the Citizens Advice network and services provided.
- Participate in, facilitate and encourage staff networking opportunities to enable information sharing, learning and collaborative working.
- Adopt an open and inclusive approach to the sharing of information and the building of relationships internally and externally, in accordance with Citizens Advice policies.

**Communications**

- Provide timely, planned and insightful communications to the SMT on strategic and business plan performance, advice service delivery, transformation programmes, commercial performance and other developments using a variety of methods.
- Provide timely, planned and coordinated communications to staff and volunteers in respect of Citizens Advice service delivery and other developments using a variety of methods.
- Provide reports on core and project service delivery, quality standards and support performance as required, including reports for any funding organisations and evaluation measures.
- Report trends to the SMT from customer insights in relation to services provided to internal and external customers and oversee action responses.
- Provide support mechanisms for collating feedback from staff, examples of good practice and case studies, including sharing with others as appropriate.
- Contribute to external written communications including annual report, website content, press and promotional materials, briefings and reports.
- Represent Citizens Advice across all spheres of the role.

**People Management**

- Contribute to a positive and inclusive working environment in which all staff are valued and inspired.
- Contribute to a high performing and well-motivated team.
- Set and monitor individual targets as required in line with strategic and operational plans.
- Support best practice in the recruitment, training and performance management of all staff, volunteers and interns.
- Contribute to skills development within the team to ensure effective provision of a high standard advice-giving service.
- Participate in effective performance management procedures to ensure achievement of organisational objectives and targets and result in a high performing, well-motivated organisation.
- Manage, develop and delivery of an effective volunteer strategy across Citizens Advice.
- Manage and support volunteers within Citizens Advice Northern Ireland and in support of regional Senior Management.
- Manage staff and volunteers as commensurate with the role as may be required in future.

<p><b>Resource Management</b></p>	<ul style="list-style-type: none"> <li>• Oversee the protection of the Citizens Advice brand and reputation, including through effective implementation of membership scheme requirements and other appropriate systems and actions.</li> <li>• Provide advice and business support to local Citizens Advice offices through all channels including digital platforms.</li> <li>• Manage the service delivery support services provided to the local Citizens Advice network and adjunct projects and programmes.</li> <li>• Contribute to operational support services provided to the local Citizens Advice network and projects including development and implementation of Service Level Agreements.</li> <li>• Manage business data analysis and the identification of issues and trends to support service delivery improvement.</li> <li>• To contribute to corporate risk identification, monitoring and mitigation.</li> <li>• Contribute to effective financial administration and financial controls by adherence to the Citizens Advice financial procedures.</li> <li>• Oversee and manage financial and commercial compliance and activities within areas of responsibility.</li> <li>• Ensure all corporate policies and procedures are implemented, within areas of responsibility and contribute to the corporate framework to ensure compliance with statutory, regulatory, accreditation and best practice requirements.</li> <li>• Oversee and manage all resources within area of responsibility.</li> </ul>
<p><b>General</b></p>	<ul style="list-style-type: none"> <li>• Maintain a safe working environment for all customers, visitors and staff, ensuring that all Health and Safety regulations as set out by Citizens Advice are observed at all times.</li> <li>• Act as an ambassador for Citizens Advice; behave with integrity and act according to high ethical standards.</li> <li>• Service appropriate committees or working groups and attend meetings as appropriate.</li> <li>• Undertake any additional or other activities that are consistent with the general duties of this post.</li> </ul>

## Person Specification

### Essential:

1. Degree level qualification or higher in management or advice or law or business (or other relevant discipline); with minimum 3 years' experience working in an operational management or equivalent role in an advice or customer service/commercial or quality/compliance or other relevant role.

OR

5 years relevant experience working in an operational management or equivalent role in an advice or customer service/commercial or quality/compliance or other relevant role.

2. Strong management experience in a complex environment, where knowledge and experience has been gained in compliance and good governance.
3. Strong commercial skills including proven ability to identify, secure and develop income generation and efficiency opportunities.
4. Excellent interpersonal and communication skills; including the ability to build trust and strong professional relationships with staff at all levels and a range of external stakeholders.
5. Excellent influencing skills with a track record of delivering positive outcomes.
6. An open working style with the proven ability to contribute to a diverse team, in meeting exacting objectives and deadlines.
7. Strong analytical skills and proven ability to use management information to identify trends, inform business planning and develop recommendations.
8. Ability to deal effectively with conflicting interests for the benefit of Citizens Advice and its member organisations.
9. Understanding of financial systems and protocols.
10. Proven ability to drive innovation to deliver improvements in services in a complex organisation.
11. Proven ability to create a positive and inclusive working environment, where people feel valued and are highly motivated to support the aims of the organisation.
12. Willingness and ability to undertake regular travel across Northern Ireland, Great Britain and the Republic of Ireland and work occasional unsocial hours and/or overnight stays, as required.
13. An understanding of advice and information services and the aims, values and principles of Citizens Advice and a commitment to the same.
14. A commitment to continuing professional development, appropriate to the role.

**Desirable:**

1. Demonstrable understanding of charity law
2. Knowledge of advice, information or advocacy e.g. consumer law, social security law, money advice, housing or similar

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**

- Contract type:** Full time – Permanent (dependent on funding)
- Location:** Regional Office, Belfast
- Hours of work:** 37 per week although reasonable hours outside of this are required to fulfil the obligations associated with the post.
- Leave entitlement:** 20 days plus statutory holidays

The Association operates an optional contributory pension scheme.

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