

**Business Operations Manager**

**Job Pack**

Thank you for your interest in working at Citizens Advice Bury & Bolton. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you’ll find:

* Citizens Advice Bury & Bolton (CABB) – About Us
* Our values
* 3 things you should know about us
* How the Citizens Advice network works
* Information about the organisation, team and the role
* The role profile and person specification
* The benefits of working for the organisation
* Our approach to equality and diversity.

# **Citizens Advice Bury & Bolton (CABB) – About Us**

We are a dedicated local charity committed to offering free, impartial, and confidential advice, information, and support to individuals across Bury & Bolton (with some out of area services). We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone across Bury & Bolton in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

As an individual charity, the Board of Trustees have overall responsibility for the strategic direction and oversight of CABB, delegating day to day management and delivery to the CEO and wider Executive Team, consisting of:

* Chief Executive Officer
* Director of Advice
* Director of Finance

Whether individuals are facing a single issue or a complex set of problems we provide personalised one-to-one advice. During 2022/23, we assisted 15,000 individuals and addressed over 51,500 unique issues.

**We do more than fix immediate problems, our advice makes a significant difference to the people we help:**

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A close-up of a chat

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# Our values

**We’re inventive** - We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We’re responsible** - We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

# 3 things you should know about us

## **We’re local**

We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. During 2022/23, we supported 15,000 clients with 51,500 issues, including welfare benefits, money and energy advice, housing, immigration and community care.

## **We’re here for everyone**

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.

## **We’re listened to - and we make a difference**

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How the Citizens Advice network works

Citizens Advice Bury & Bolton is a

member of the Citizens Advice service nationally with circa 257 local Citizens Advice members. A diagram of a customer service

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Citizens Advice nationally is a charity which includes 1000 national staff working in one of 4 offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 2500 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs’ surgeries and prisons.

The network does this with 7,700 local staff and over 21,300 trained volunteers.

The Vacancy

Thank you for your interest in our **Business Operations Manager** vacancy.

Working with colleagues across CABB, this role has overall accountability to our Chief Executive Officer.

We are seeking a highly skilled, motivated and self-starting individual to join the team as our Business Operations Manager. In this role, you will hold overall responsibility for our central business functions, including HR, IT and premises.

The Application Process

### Stage 1

Please submit your CV **and** a cover letter; this will be screened against the role description and person specification (below).

Your CV & covering letter should be sent to [jobs@cabb.org.uk](mailto:jobs@cabb.org.uk).

Please ensure your CV includes the following information:

* Your contact details (address, telephone number and email address)
* Information about your education history
* Information about your career history
* Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

* Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.

**Should this information not be included, your application for the role will not be taken forward****.**

Unfortunately, we are unable to provide feedback on applications which are unsuccessful at stage 1.

Stage 2

Pending meeting the required standard in responses at stage 1, you will be invited to a face-to-face panel interview. During the panel interview, you may be asked to deliver a presentation (your invite will state if your interview is in-person or held via zoom and details of any presentation required).

Our application/ screening processes are outlined above. We also require a completed application form to be held on file – we will request this from the successful applicant when we make a formal employment offer.

Key Dates

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| **Closing date** | 7th September, 10am |
| **Interview date** | 14th September 2023 |

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| **Want to chat about the role?**  If you want to have a chat about the role further, you can contact Gary Malcomson (Interim CEO) by emailing gmalcomson@cabb.org.uk. |

We wish you every success in your application. Thank you for taking the time to consider joining us.

# **The Role**

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| **Role** | Business Operations Manager |
| **Accountable To** | Chief Executive Officer |
| **Salary** | £29,174 - £34,373 |
| **Hours** | 35 hours per week (full time).  The hours of work will vary, depending on the needs of the role. |
| **Term** | Fixed term until 30th Sept 2024 (with possible extension) |
| **Location** | This is a hybrid role. The postholder will work flexibly across our offices in Bury & Bolton, and from home.  There may also be occasional additional travel, which expenses are claimable for. |

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| The Business Operations Manager will be a highly skilled, motivated and self-starting individual. In this role, you will hold overall responsibility for our central business functions, including HR, IT and premises, while supporting our governance and compliance processes.  Your strategic direction, leadership, and management oversight will be crucial in ensuring the effective functioning of our central service functions, while supporting our advice delivery and finance functions. You will promote a common culture of teamwork and effective communication among all team members (both paid and unpaid), while also championing the work, vision, and values of the Citizens Advice service at both local and national levels.  Working alongside both the Executive and Leadership Teams, you will play a key role in supporting the ongoing development, profile raising and efficiencies of the service, including maintaining tight control over resources and assisting to secure new business opportunities.  The ideal candidate for this position should possess strong time management skills. Your ability to articulate organisational vision and think creatively about issues will be essential. Moreover, you must be a confident team player, proactive with workload management, identifying and developing ideas, and seizing opportunities to drive performance.  Your excellent interpersonal skills will enable you to motivate and inspire. Above all, you should demonstrate a deep understanding of and commitment to the core values and aims of Citizens Advice Bury & Bolton.  *At CABB, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racially minoritised communities.* |

## **Role Profile**

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| **Key accountabilities** | **Key elements & tasks** |
| HR Oversight, Delivery & Management | Lead on and ensure the accurate and timely recruitment, selection, onboarding & exit processes of all team members (paid and unpaid) across CABB |
| Ensure all new team members (paid and unpaid) receive informative induction into CABB, tailored to their role |
| Ensure consistent, timely and effective probationary review processes are in place, along with annual appraisals |
| Ensure all paid and unpaid team members have clear objectives, which are regularly reviewed and role specific |
| Undertake timely review and implementation of CABB employment/ HR related policies and procedures |
| Act as internal HR expert, providing support to line managers for sickness management, underperformance, disciplinary and grievance meetings (for example) in line with employment legislation and CABB policies & procedures, utilising support from approved HR specialists, if necessary |
|  | Provide line management and supervision responsibilities for identified team members |
| Services Infrastructure & Support | Hold strategic & management oversight of all premises utilised by CABB, ensuring compliance with health and safety requirements |
| Hold strategic & management oversight for all IT platforms, and other systems, utilised by CABB |
| Business Development & Compliance | Provide key input and support in ensuring compliance with all funder/ contractual expectations, working with colleagues across CABB |
| Maintain good working knowledge and understanding of relevant regulations, policies, procedures and legislation (including legislation on data protection, the Equality Act and health and safety) |
|  | Lead the complaint management process from initial review to full investigation and response, in line with policy |
|  | Support, and act as lead, where agreed, in identifying, applying for and securing new business development and funding opportunities |
| Financial Management | Support CABB financial systems, processes and review, ensuring effective use of resources and making recommendations |
| Performance, Personal & Professional Development | Take ownership for monitoring own workload, working proactively and flexibly |
| Be responsible for performance management at an individual level through self-management; delivery of goals and tasks set |
| Actively engage in opportunities for learning and development, identifying own training needs in conjunction with the designated line manager and be prepared to undertake appropriate training in line with a learning and development plan and the needs of CABB |
| Comply with operational management systems of supervision, objectives, appraisal and induction |
|  | Be an active member of the wider team, supporting colleagues in a collaborative way, while working with minimal supervision |
| Other duties and responsibilities | Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders |
| To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of CABB |
| To comply with all published CABB policies and procedures |
|  | Participate in undertaking periodic reviews of this role description |
| Other duties and responsibilities | Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders |
| Present a professional appearance and act at all times to uphold the good reputation of Citizens Advice |
| To comply with all published organisational policies and procedures, including supervision, appraisal and reviews |
| Work flexibly to undertake such other reasonable duties and responsibilities |
| Please note: this is a new role within CABB which will evolve. This job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.  The Citizens Advice Service is a fast-moving organisation and therefore an employee’s duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post. | |

## **Person Specification**

(all criteria are essential unless otherwise indicated)

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| **Experience** (through paid or voluntary work) |
| Experience of working at senior/ line management level within an organisation |
| Experience of reviewing and developing HR related policies, ensuring their effective application |
| Demonstrable experience of organisational development |
| Experience of being a ‘critical friend’ in a work environment, providing constructive feedback for improvement |
| Experience of working in a fast-paced and evolving environment, in a paid or voluntary capacity |
| Experience of working within an advice and information organisation within the third/ charity sector (desirable) |
| Proven experience of using Microsoft Office, and web-based databases/ platforms |
| **Knowledge** |
| Excellent knowledge of, and ability to apply, HR policies and procedures |
| A thorough understanding of professional boundaries and the issues surrounding confidentiality, data protection, compliance and information assurance |
| **Qualifications and Training** |
| Holder of relevant qualifications/ accreditation, relevant to the role (desirable) |
| GCSE (or equivalent) to an appropriate standard |
| **Skills and Abilities** |
| Ability to articulate organisational vision and think creatively about issues |
| Self-motivated with robust organisational skills, including multitasking and time management |
| Strong attention to detail and a high level of accuracy |
| The capacity to make quick but rational decisions. The ability to think innovatively and rationally about decisions and come up with creative solutions. |
| Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met |
| Effective written and verbal communication skills, including the ability to deal appropriately with a range of people across multiple platforms |
| Excellent analytical skills; ability to grasp key information quickly, accurately interpreting |
| The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners |
| Excellent IT skills with the ability to use Microsoft Office applications, outlook, databases and communication platforms such as TEAMS/ Zoom/ Google |
| An ability to give and receive feedback objectively and willingness to challenge constructively |
| **Additional Factors** |
| Commitment to working flexibly, and the willingness and ability to work unsocial hours on occasion |
| Ability and willingness to work as part of a team and a commitment to collective team responsibility |
| Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout |
| Ability to use cloud-based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic diary/diaries), and the ability to use or learn to use other packages as necessary |
| Awareness that Citizens Advice clients are at the heart of everything we do |

# What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

* [Citizens Advice Bury & Bolton employee benefits package](https://www.cabb.org.uk/work-with-us/)

# Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.  
  
To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.  
  
**We judge the application, not the person.** The selection panel won’t see your personal details. This makes sure each person’s response is judged on its merits and not on their background.  
  
Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strateg](https://www.citizensadvice.org.uk/Global/CitizensAdvice/Equalities/CAB337_Equality_strategy_text_FINAL.pdf)y to find out more.

# Additional information

Please see the [CABB website](https://www.cabb.org.uk/recruitment-policy/) for information on the following:

* Disability
* Entitlement to work in the UK
* Diversity monitoring
* GDPR: How we will use your information
* References
* Criminal Convictions/DBS

We wish you every success in your application, and thank you for taking the time to consider joining us.