



Deputy CEO & Head of Advice

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:

- About us
- Our mission and purpose
- Application process and key dates
- The role profile and person specification
- Our approach to equality and diversity.

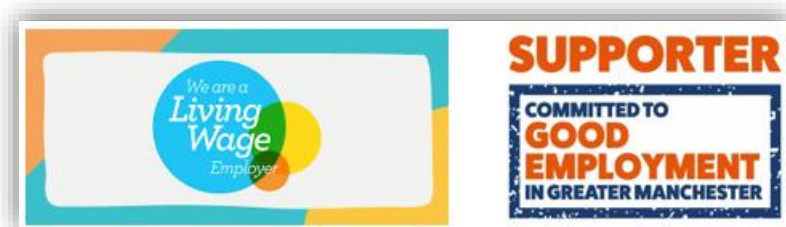
Citizens Advice Bury & Bolton (CABB) – About Us

We are a dedicated local charity committed to offering free, confidential, and impartial 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 Chief Executive Officer and wider Senior Leadership Team, consisting of:

- Deputy CEO & Head of Advice
- Head of People & Operations.



We are proud to be a **Real Living Wage Employer**.

We are a **Supporter of the Greater Manchester Good Employment Charter** – a voluntary membership and assessment scheme which has been created to improve employment standards across all GM employers, regardless of size, sector or geography. We are working towards becoming full members.

You can find out more about us via:

- The [Citizens Advice Bury & Bolton](#) website
- The [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

Whether individuals are facing a single issue or a complex set of problems we provide personalised one-to-one advice.



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



Client Comments

"My adviser was very supportive and friendly. Without Citizens Advice I don't know where I've have gone for help."

citizens advice Bury & Bolton

"The service was really helpful. No one else gave me the help or time that Citizens Advice did."

citizens advice Bury & Bolton



We are the people's champion.

We exist to shape a society where people face far fewer problems.

We're driven:

- By our ambition to make things better for people, individually and collectively as part of the Citizens Advice network.
- By the power of high quality, independent advice to help people solve their problems.
- To change the underlying causes of problems, through working in partnership with local, regional and national organisations.

As a local service, we align ourselves to the Citizens Advice, organisation wide, missions:

- 1) Provide advice fit for the future** – we'll be there for people when they need us, in the ways that help make the biggest impact; such as providing support due to the continued cost of living crisis and ensuring income is maximised. Our specialist areas of advice focus on supporting individuals and communities who are most vulnerable and those who are locked out of the welfare system, or on the verge of being excluded.
- 2) Close the gap** – we'll work to end the disparities in access and experience for marginalised people, through proactive partnership working, community engagement and overcoming barriers to access.
- 3) Take early action** – we'll endeavour to prevent more people reaching crisis by addressing problems earlier.

The Vacancy

Thank you for your interest in our **Deputy CEO & Head of Advice** vacancy.

The Application Process

Stage 1

To apply, please submit your CV & a covering letter to jobs@cabb.org.uk, by the closing date/ time.

Please ensure your CV includes the following information:

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

Within your covering letter, please answer the following questions (in no more than 1,500 words), giving examples from your experiences where relevant:

- 1) Why do you want to work at Citizens Advice Bury & Bolton?
- 2) What will you bring to the role?
- 3) Detail your skills, knowledge and experience in addressing the 5 primary responsibilities of the role, considering the criteria in the person specification.

Should a CV and covering letter 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 an in-person face-to-face panel interview. During the panel interview, you may be asked to deliver a presentation and/ or complete a written assessment (your invite will confirm interview process/ activities).

Key Dates

Closing date	9 th July, 9am
Interview date	16 th / 18 th July 2024

Want to chat about the role?

If you have any questions or would like an informal chat about the role, email jobs@cabb.org.uk. A member of the recruitment team will respond/ arrange a suitable time, as required.

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

The Role

Job title	Deputy CEO & Head of Advice
Reporting to	Chief Executive Officer
Salary	£41,418 - £44,428
Contract	Permanent
Hours	Full time (35 hours per week). The post-holder is expected to work flexibly, with advance notice, there may be evening and weekend work.
Location	This is a hybrid role between in-office/ home working. There is expectation to be physically present in office 50% working week, on average.

Role Purpose

As a member of the Senior Leadership Team, the Deputy CEO & Head of Advice will have the following primary responsibilities:

- 1) Ensure that advice services meet local need, are effectively managed, consistently delivered and developed to achieve funder requirements, agreed KPIs, accreditation and contractual obligations, client outcomes and regulatory requirements.
- 2) Ensure that clients and the charitable objectives remain at the heart of the service.
- 3) Ensure delivery of high-quality advice services across multiple channels, maximising engagement and access.
- 4) Contribute to the work of the Board of Trustees and CEO to develop and monitor the strategic plans that reflect the mission, vision and values of the organisation.
- 5) Develop and maintain stakeholder relationships and deputise for the CEO in their absence.

Role Profile

Key accountabilities & responsibilities	Key elements & tasks
Advice Delivery & Management	Hold overall, senior responsibility for ensuring that advice services meet local need, are effectively managed, consistently delivered and developed to achieve funder requirements, agreed KPIs, accreditation and contractual obligations, client outcomes and regulatory requirements.
	Represent and liaise with advice related funders & contract managers.
	Ensure detailed monitoring and reporting systems are in place, and adhered to, in order to generate regular and accurate high-level reports as required, enabling effective review of services.
	Monitor and review consistency of practice and provision, and initiate service improvement and development programmes to ensure that service delivery standards are met such as supervision, case recording, follow-up work and good quality of advice is delivered.
Planning & Development	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.
	Lead on service delivery review, evaluation and quality audit processes to ensure services develop and evolve in accordance with performance data, stakeholder feedback and lessons learned.
	Translate organisational objectives into team and individual work plans, with clear and realistic targets.
	Participate in Citizens Advice, and other regional initiatives, as appropriate and contribute to the work of national and regional committees and working groups.
Resource Acquisition & Maintenance	Undertake research to monitor advice access trends and feed these into the strategic planning processes, to help shape the organisations response to advice needs, in particular the needs of identified disadvantaged groups, and different geographical areas.

	<p>Contribute to developing the organisations funding base and ongoing stability, by identifying potential funding opportunities consistent with aims, objectives and operating environment, under the oversight/ direction of the CEO.</p>
	<p>Act as a key service representative, including deputising for the CEO, ensuring the positive reputation is maintained, and promoting strong links with all stakeholders with a specific focus on advice delivery, developing business opportunities and partnership programmes.</p>
<p>People Management and Equality, Diversity & Inclusion</p>	<p>Provide direct line management, support and expertise to the Delivery Leadership Team.</p>
	<p>Assist the Head of People & Operations in implementing and monitoring employment policies and procedures across the organisation, ensuring effectiveness.</p>
	<p>Contribute to a positive “can do” culture in which all team members (paid and voluntary) are committed to achieving excellence and are supported to develop and thrive in their roles.</p>
	<p>Contribute to a positive working environment where equality and diversity are well-managed, dignity at work is upheld and staff can continue to learn, grow and perform.</p>
<p>Financial Management</p>	<p>Contribute to discussions informing accurate allocation of resources.</p>
	<p>Assist with budget setting and financial planning.</p>
	<p>Authorise expenditure within delegated authority levels and act as an authorising signatory as determined within the financial procedures.</p>
<p>Stakeholder Relations & Impact Reporting</p>	<p>Develop and maintain effective stakeholder relationships locally, regionally and nationally, ensuring the organisation has a high profile at all times.</p>
	<p>Provide qualitative and quantitative reports as required, suitable for both internal and external audiences and communication styles.</p>
	<p>Attend & actively participate in meetings with Board of Trustees (full board, committee meetings, away days) as required.</p>

	Actively contribute and guide impact monitoring and reporting work, ensuring systems and protocols are in place to allow the full value and impact of the organisation to be demonstrated.
Personal Development	Ensure proactive development through reading, training and consultancy that your own level of knowledge of sector developments is up to date.
	Identify own training needs in conjunction with line manager and be prepared to undertake appropriate training in line with a learning and development plan and the needs of the organisation.
Other Duties and Responsibilities	Present a professional appearance and act at all times to uphold the good reputation of Citizens Advice.
	Effectively use systems in place to manage emails, calendars, chat platforms and any other required systems and services.
	Maintain confidentiality at all times, in line with statutory requirements and comply with all organisational policies and procedures.
	Work flexibly to undertake such other reasonable duties and responsibilities.
<p>Please note that the above role 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.</p> <p>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.</p>	

Person Specification

(all criteria are essential unless otherwise indicated)

Experience (through paid or voluntary work)
Experience of providing social welfare law advice and information, such as welfare benefits, money advice, housing or energy (desirable)
Experience of managing legal aid contracts (desirable)

Minimum 2 years' experience of project management, across multiple income streams and locations
Experience of designing, developing and implementing new projects, quality assurance systems, policies and procedures to meet standards set by accrediting bodies
Proven experience of planning and development of services and undertaking performance reviews in order to inform service improvement plans
Experience of people management and setting clear objectives
Experience of working towards targets
Qualifications, Knowledge and Understanding
Comprehensive knowledge of local and national advice service strategies and a thorough understanding of poverty, advice issues and the problems people face; and the ability to translate this understanding into solutions for people
Understanding of public and legal services administration, including commissioning
Skills and Abilities
Proven ability to contribute to, and implement strategic development and resource plans
Demonstrable ability to lead by example, fostering a positive and supportive work environment
Strong problem-solving skills with a focus on continuous improvement
Excellent organisational and time management skills, with the ability to prioritise effectively in a fast-paced environment
Proven ability to communicate effectively in person and in writing with a range of stakeholders, and to research, analyse and interpret complex information producing clear verbal and written reports
Ability to contribute to senior leadership and strategic planning, including the ability to identify and develop ideas and opportunities, delegate effectively, handle pressure and take day-to-day decisions
Skilled in influencing external change, with the ability to work with a variety of stakeholders, to earn and maintain the trust and respect
Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service and the ability to apply these to service delivery
Additional Factors
Ability to oversee services across multiple sites and to travel to those sites on a regular basis.

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

What we give our staff

We value the people who work here. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to several benefits. [Citizens Advice Bury & Bolton employee benefits package.](#)

Equality and diversity at Citizens Advice

Equity, Diversity and Inclusion (EDI) is of strategic importance within the organisation and recognised as integral to all we do as a service.

Central to pursuing our EDI mission is building diverse and inclusive teams in which everyone has a sense of belonging. We believe inclusion is a social justice issue - a principle that underpins our EDI work. To that end, we particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people. We follow the social model of disability.

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.

Additional information

Please be aware that Citizens Advice Bury & Bolton is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently. Verification of your right to work will be undertaken for successful candidates.

Please see the [CABB website](#) 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.