



Head of People & Operations

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.

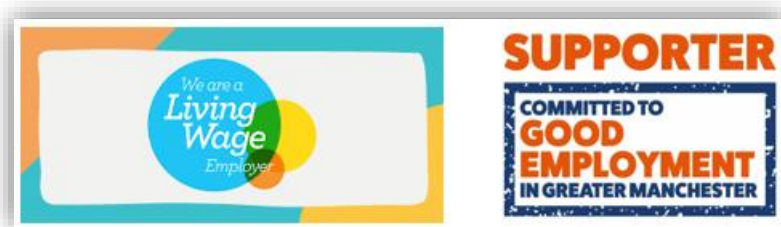
Citizens Advice Bury & Bolton (CABB) – About Us

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** and 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."



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





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 **Head of People & Operations** 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	Head of People & Operations
Reporting to	Chief Executive Officer
Salary	£38,223 - £40,221
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 Head of People & Operations will have the following primary responsibilities:

- 1) Act as the internal lead on all HR related matters, ensuring consistency and in line with legislative frameworks.
- 2) Senior lead for all resources (including premises and cloud-based infrastructure) ensuring effectiveness and legislative compliance.
- 3) Support the continued development of our finance systems and processes.
- 4) Support organisational compliance with accreditation, contractual and regulatory obligations.
- 5) 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.

Role Profile

Key accountabilities & responsibilities	Key elements & tasks
People Management and Equality, Diversity & Inclusion	Contribute to a positive working environment, with a “can do” culture, good teamwork and open lines of communication, in which all team members (paid and voluntary) are committed to achieving excellence and are supported to develop and thrive in their roles.

	<p>Hold lead responsibility for equality, diversity and inclusion across the organisation and ensure dignity at work is upheld and staff can continue to learn, grow and perform.</p>
	<p>Review, implement and monitor employment policies and procedures across the organisation, ensuring effectiveness and inline with current practices and legislation.</p>
	<p>Ensure effective recruitment, onboarding and exit activities for both paid and voluntary team members.</p>
	<p>Ensure systems and processes are in place for effective performance management and development of all team members through regular supervision sessions, performance reviews and appraisals.</p>
	<p>Provide direct line management, support and expertise to members of the Operations Support Team.</p>
	<p>Act as internal HR lead & expert for all HR related matters, for example sickness management, underperformance, disciplinary and grievance hearings; liaising with our professional HR partner for more complex HR issues.</p>
	<p>Undertake training needs analysis across the organisation, developing the annual training and development plan, ensuring appropriate training & CPD records are maintained.</p>
Resource Management & Effectiveness	<p>Hold strategic & management oversight of all premises utilised by the organisation, ensuring effective use and compliance with health and safety legislation.</p>
	<p>Hold strategic & management oversight for all IT and other cloud-based platforms, utilised by the organisation.</p>
	<p>Work with the Deputy CEO & Head of Advice to identify new and emerging tools/ platforms which embrace innovation and increase organisation effectiveness.</p>
Financial Management	<p>Contribute to discussions informing accurate allocation of resources.</p>
	<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>

Membership & Legislative Compliance	Support organisational compliance with accreditation, contractual and regulatory obligations, including elements of the Citizens Advice Membership Scheme.
	Lead & coordinate the Research & Campaigns activities for the organisation.
	Act as safeguarding lead for the organisation, escalating serious concerns and breaches as required.
	Act as data protection lead for the organisation, escalating serious concerns and breaches as required.
Stakeholder Relations & Impact Reporting	Develop and maintain effective stakeholder relationships locally, regionally and nationally, ensuring the organisation has a high profile at all times.
	Provide qualitative and quantitative reports as required, suitable for both internal and external audiences and communication styles.
	Attend & actively participate in meetings with Board of Trustees (full board, committee meetings, away days) as required.
	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 working within the charitable/ third sector
Minimum 2 years' experience in a senior position, with team management responsibilities
A proven track record of providing HR advice
Experience of managing/ advising on complex HR related circumstances (such as disputes, redundancy, redeployment, TUPE) (desirable)
Experience of reviewing policies and procedures, and recommending improvements
Experience of designing, developing and implementing new tools and platforms
Experience of people management and setting clear objectives
Experience of working towards targets
Qualifications, Knowledge and Understanding
CIPD accredited HR qualification (desirable)
AAT (or similar) finance qualification (desirable)
Understanding of the key indicators of good charity governance
Understanding of public and legal services administration, including commissioning
Skills and Abilities
Ability to self-assess and identify opportunities for improvement
Ability to devise strategic and operational plans which enhance service delivery and staff development

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
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.