**Chief Officer**

**Job Description**

**Hours per week: 35**

**Salary: c £36,00 - £38,000 (dependent on experience) plus 5% matched employer pension contribution**

## Summary of Main Responsibilities:

The Chief Officer is responsible for the overall operational and strategic management of Kincardine and Mearns Citizens Advice Bureau (KAMCAB) within guidelines set by the Board of Trustees and membership of Scottish Association of Citizens Advice Bureau.

They work closely with the Board to develop and implement strategic and operational plans and manage a staff and volunteer team to effectively implement them. They build and maintain strong effective partnerships with stakeholders.

Stakeholder management is also key to this position and they will be responsible for maintaining current contracts including leading as contract holder for Aberdeenshire Bureaux Consortium in addition to developing new services and opportunities for collaboration.

They are comfortable with managing finances at a senior management level including leading on budget preparation, income and expenditure monitoring and forecasting. They will be responsible for securing sufficient financial resources to support business continuity and project development and promote the work of the bureau to assist in securing additional funding.

**Main Responsibilities:**

Core Management Responsibilities

* To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board
* To lead as contract manager for the Information and Advice contract with Aberdeenshire Council and other consortium projects
* To develop and strengthen the role of the Bureau in the community
* To ensure that the Bureau adheres to the Aims & Principles and Membership Standards and auditing requirements of Citizens Advice Scotland (CAS) and Scottish National Standards for Information and Advice Services (SNSIAS)

Contract Management

* To manage contracts where KAMCAB is lead bureau (currently Aberdeenshire Council and UC: Help to Claim)
* To support sub contracted bureaux as and when required to ensure contract conditions and Key Performance Indictors (KPI’s) are met
* To meet with and report to funders on behalf of the consortium(s)

Management of staff

* To ensure effective volunteer provision is in place and to ensure adequate training is provided to achieve competence standards
* To provide staff support, supervision, appraisal and development
* To oversee and carry out staff recruitment and ensure staff participation in ongoing training

Advice Service

* To ensure that accurate information and advice is given to meet SACAB membership and SNSIAS accreditation standards
* To put in place and implement a quality control system for the monitoring of the service provided to clients and identifying training and/or support needs
* To prepare full, accurate and regular reports on all Bureau activity as required by the Board

Finance and Budgeting

* To develop and implement an effective fundraising strategy identifying opportunities for funding from grants and trust and through community fundraising
* To ensure that the Board is provided with accurate costings for all areas of planned activity
* To ensure that funding brought in meets the requirements of the bureau and enables priorities outlined in the bureau business plan and any strategy be met

Marketing and Stakeholder Engagement

* To develop and implement a marketing strategy which ensures that the work of the bureau is promoted to the local community and key stakeholders
* To represent the Bureau in local networks as and when required and liaise and maintain links with appropriate statutory, voluntary and professional bodies
* To maintain and develop existing contacts with funders and other agencies

Facilities and Administration

* To ensure that the Bureau premises and equipment are maintained to as high a level as possible and that the requirements of Health and Safety legislation are met
* To provide the Board with reports and policy guidance on relevant matters
* To ensure all facilities requirements of the bureau are met including maintenance and repairs and liaise with landlords, their agents and facilities team as required

Management of bureau IT facilities

* To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems and procedures to ensure the smooth operation of the bureau objectives
* To ensure that all staff have access to, and are adequately trained in, the bureau IT systems and software applications to perform effectively
* To promote user confidence in, and facilitate the introduction of, IT systems within the bureau

Other

* To keep abreast of the latest developments in the information and advice field and advise the Board on the need for change and development
* To carry out any other reasonable task as requested by the Board.

**Person Specification**

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| **Chief Officer** | **Competencies** | |
|  | **Essential** | **Desirable** |

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| **Qualifications** | · At least 2 years’ experience within a similar organisation or field or at least 1 year within a Scottish CAB | * Management qualification * Fundraising qualification |

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| **Experience** | · Leadership experience in a comparable working environment  · Managerial experience in staff recruitment, training, supervision and performance management  · Experience in financial/budget control and risk management   * Experience in completing funding applications * Project management * Experience of statistical analysis for monitoring and evaluating purposes * Experience of relationship management with key stakeholders/funders * Experience in carrying out marketing activities * Experienced in office administration | * Contract Management * Community Fundraising * Carrying out social policy campaigns * Experience of facilities management * Experience and demonstrable success of grant funding and competitive tendering * Experience of managing and reporting on statutory and institutional funding |

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| **Skills And**  **Attributes** | * Excellent written and oral communications skills * Ability to conduct detailed negotiations * Project management and ability to manage change * Skilled in report writing * Able to work to budget * Ability to work under pressure and manage complex situations * Keen analytical skills | * Ability to build on and strengthen existing professional networks * Awareness of the social needs of local communities and services provided by the voluntary sector |

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| **Knowledge** | * Understanding of social exclusion issues and the role of the voluntary sector * Knowledge of methods of fundraising and standards * Financial management * Understanding of local authority structures * Knowledge of committee procedures * Good understanding of office technology and the role of effective IT systems. * Awareness of the needs and responsibilities of GDPR and Data Protection Act | * Knowledge of procurement processes * Knowledge of Health and Safety legislation and employer responsibilities * Understanding of the current and evolving welfare reform or advice sector landscape |

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| **Values** | * Proven ability to work as part of a team. Commitment to staff welfare * Ability to challenge constructively and sensitively. * Commitment to high levels of client satisfaction and quality * Commitment to partnership working * Dynamic and well organised * Ability to work independently * Commitment to collaboration and working with others to find solutions | * Forward thinker with a creative outlook * Understand of and commitment to the aims and principles of the CAB service |