

ROXBURGH AND BERWICKSHIRE CITIZENS ADVICE BUREAU

Name of Employer: Roxburgh and Berwickshire CAB Board

Job Title: Roxburgh and Berwickshire Manager

Responsible to: The Board

Responsible for: Roxburgh and Berwickshire Money Advisers, Project Staff and Upaid staff

Closing date Monday 22 July 2024

Interviews Wednesday 7 August 2024

Hours per week 35 hours per week

Type of contract Permanent

Salary £36,500 - £42,500 pro rata per annum

The Roxburgh and Berwickshire Manager is responsible for the Roxburgh & Berwickshire bureau.

Summary of main responsibilities:

- Overall operational control and management of the Bureau within the guidelines laid down by the Board and Citizens Advice Scotland (CAS)
- Line management of Finance and Administration Officer, Money Advisers, Project Staff and Upaid Staff
- Ensure that all aspects of client enquiries are efficiently and effectively handled
- Represent the Bureau to other agencies
- Design and develop the Bureau's long-term strategic aims in conjunction with the board
- Responsibility for ensuring effective use of IT
- To secure funding to support delivery of CAB services

General Management Responsibilities

- To develop and strengthen the role of the Bureau in the community
- To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board
- To ensure that the Bureau adheres to the Aims, Principles and Policies of CAS

Manage the bureau projects services, particularly in relation to the following:

- To support the recruitment, training and supervision of project staff and volunteers
- Development of quality control systems in relation to projects
- Set up and support bureau staff teams as appropriate
- Monitor social policy in relation to development projects

Management of staff

- To ensure the Bureau is adequately staffed during opening hours
- To recruit and select volunteers and ensure training to achieve competence standard
- To provide staff support, supervision, appraisal and development
- To implement the Bureau's equal opportunities policy
- To hold regular staff meetings and ensure discussion on all relevant Bureau matters
- To ensure staff participation in ongoing training
- To determine staff personal training requirements and develop and implement training plans to meet these needs
- Ensure current compliance with PVG/other checks

Advice Services

- To ensure that accurate information and advice is given
- To ensure that accurate, legible and comprehensive case records are kept
- Ensure quality of advice by monitoring client records and identifying volunteer worker training and/or support needs
- To maintain a system for the efficient handling of all Bureau correspondence
- To ensure that service to clients is within the spirit of the Association's Equal Opportunities Policies
- To facilitate the compilation and updating of a local information system

Finance and Budgeting

- Secure appropriate funding streams to enable the efficient operation of advice services that meet local demand.
- To ensure the Bureau has adequate funding; sourcing and completing all funding applications with the approval of the Board
- To control Bureau spending within the limits set by the Board

Representing of the Bureau

- Liaise with officers of the Local Authority and participate in appropriate Council groups
- To represent the Bureau in local networks as and when required
- To maintain and develop existing contacts with funders and other agencies
- To liaise and maintain links with appropriate statutory, voluntary and professional bodies
- To contribute to and participate in the activities of the CAS and to represent the Bureau as required by the Board
- To maintain and develop the Bureau's role and relationship with CAS and other national agencies
- To liaise with media outlets

Audit and Quality Assurance

- To assist in the audit, by the Association, of the Bureau by compiling information, undertaking research and preparing reports
- To put in place and implement a quality control system for the monitoring of the service provided to clients
- To prepare full, accurate and regular reports on all Bureau activity as required by the Board
- To maintain accurate statistics of client enquiries and ensure their timely despatch to CAS head office

Administration

- To design and maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau
- 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 seek opportunities for press and media coverage of the work of the Bureau
- To provide committee services as required to the Board
- To provide the Board with reports and policy guidance on relevant matters
- To ensure that the bureau makes statistical, legal and social policy returns to CAS to meet membership requirements
- To ensure that the bureau carries out local social policy work 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 advise the Board, in conjunction with CAS staff, on matters of IT planning, security, maintenance and budgeting
- To promote user confidence in, and facilitate the introduction of, IT systems within the bureau
- Ensure the adherence to, and compliance with, the bureau legal obligations under such as the Data Protection Act.

Other

- To keep abreast of the latest developments in the information and advice field and advise the committee on the need for change and development
- To travel between CAB offices to maintain contact with staff when required
- To carry out any other reasonable task as requested by the Board

MANAGER - PERSON SPECIFICATION

MANAGER	Essential
QUALIFICATIONS	<ul style="list-style-type: none"> • Qualification at HNC level or above • Current driving licence and access to vehicle
EXPERIENCE	<ul style="list-style-type: none"> • 2 years managerial experience in staff recruitment, training and supervision • Financial management expertise • Experience in staff appraisal and development • Experienced in office administration • Experience in financial/budget control • Good understanding of office technology and the role of effective IT systems.
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> • Excellent written and oral communications skills • Computer proficient • Skilled in report writing • Able to work to budget • Ability to work under pressure • Keen analytical skills • Ability to manage change and development.
VALUES AND ATTITUDES	<ul style="list-style-type: none"> • Commitment to team working approach • Support of the principle of voluntarism • Commitment to equality of opportunity within CAS and its services.
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of local authority structures • Knowledge of committee procedures • Knowledge of the benefits of IT.
OTHER	<ul style="list-style-type: none"> • Ability to work with the media.