

# Inverness Badenoch & Strathspey Citizens Advice Bureau



## VACANCY ADVERT

### Summary

**Job Title:** Deputy Manager  
**Location:** Inverness  
**Salary:** £37,095 up to £41,172 per annum (dependent on skills and experience)  
**Hours:** 35 hrs per week (Full Time)  
**Closing Date:** By 12 Noon on Tuesday 7<sup>th</sup> November 2023  
**Interview Date:** TBA

### Who we are

At Inverness, Badenoch & Strathspey CAB, we are a friendly team of over 70 employees and volunteers delivering a busy advice service to the public. We strive to deliver good quality advice that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice to our clients so that they can make informed decisions and feel empowered to improve their personal circumstances.

# Inverness Badenoch & Strathspey Citizens Advice Bureau



## DEPUTY MANAGER

### **JOB DESCRIPTION**

#### **Context of role**

Reporting to the Chief Officer of Inverness Badenoch and Strathspey CAB

#### **Role purpose**

- Working in collaboration with the other Deputy Manager to oversee the operation and management of delivering quality advice to agreed standards and advice services across a range of departments including Welfare Rights, Housing, Money Advice and Energy.
- To deputise for the Chief Officer and other Deputy Manager in their absence.

#### **Planning and development**

- Monitor, assess and/or implement the development plan as required by the Citizens Advice Scotland membership scheme
- Advise the chief officer on staffing and service delivery issues
- Co-ordinate activities, procedures and systems so as to promote common policies and/or practices within the appropriate service delivery area
- Implement IT and other resource strategies within Citizens Advice Scotland guidelines
- Participate in bureau initiatives as appropriate and contribute to the work of associated committees and working parties
- Support the strategic development of the bureau to ensure its management and services to clients reflect and support the Citizens Advice Scotland services equality and diversity strategy

#### **Service delivery**

- Supervise the work of designated staff to ensure that standards meet Citizens Advice Scotland requirements
- Provide technical support and act as consultant to the advisers
- Ensure service delivery and adequate cover from available staff
- Monitor the quality of advice given to clients
- Maintain and develop standards of service delivery
- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
- Undertake advice work as and when required
- Assist and advise the relevant managers on compliance with the Citizens Advice Scotland membership scheme.

## **Staff management**

At November 2023 this post will have management responsibility for the Welfare Rights, Money Advice Team, Housing Advice Officer and Energy Projects. This may vary in the future as Projects start and finish.

- Attend regular meetings of the management team
- Attend regular meetings of all paid and volunteers
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Ensure that the service area is adequately staffed and resourced
- In accordance with Citizens Advice Scotland and service procedures assist the chief officer in implementing employment policies and procedures
- Encourage good teamwork and lines of communication between all members of staff
- Ensure recruitment and induction of new staff as appropriate

## **Administration**

- Oversee and monitor effective and efficient administrative systems
- Monitor an effective health and safety policy with regard to staff, equipment and premises within statutory requirements
- Maintain complaints procedures in accordance with Citizens Advice Scotland guidelines

## **Learning and development**

- Identify and implement own learning and development needs
- Maintain the service area's learning and development plan
- Identify the learning and development needs of staff through support and supervision and contribute towards the bureau's learning and development plan
- Organise learning and development activities in conjunction, as appropriate, with the chief officer and / or training supervisor

## **Bureau trustee board**

- Attend meetings of the bureau trustee board upon request from the Chief Officer.

## **Public relations**

- Represent the bureau trustee board, as appropriate, at Citizens Advice Scotland and other statutory, voluntary and commercial organisations, professional bodies and institutions

## **Research and campaigns**

- Oversee the development of research and campaigns and instigate systems and procedures

## **Other duties and responsibilities**

- Promote the aims, policies, and membership requirements of the CAB service
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

## **PERSON SPECIFICATION**

- The ability to commit to, and work within, the aims, principles and policies of the CAB service
- Proven ability to manage teams of people including the ability to recruit, develop and motivate staff and specialist volunteers
- Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
- Good knowledge in at least one area of advice i.e. Money Advice, Housing Advice or Welfare Rights.
- Experience of dealing with vulnerable and disadvantaged clients.
- Understanding of safeguarding policies and procedures and experience of dealing with client welfare concerns.
- Proven ability to monitor and maintain casework systems and procedures
- Proven ability of monitoring and maintaining service delivery against agreed targets
- Proven ability to write reports and communicate effectively verbally and in writing with evidence of recent experience.
- Proven ability to analyse and interpret complex information and produce and present clear reports verbally and in writing
- Ability to ensure best use of IT systems and packages in the provision of advice services
- Proven ability to monitor and analyse statistics and to check accuracy of calculations
- Proven ability to work with a variety of organisations and to earn and maintain the trust of those people with whom the bureau deals
- Proven ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of a busy service area
- Ability to plan and manage projects
- Commitment to continuing professional development
- Ability to deal with under-performance.

## **HOW TO APPLY**

**Application deadline:** by 12 Noon on Tuesday 7<sup>th</sup> November 2023  
**Interview date:** TBA

**An Application Pack should be downloaded directly from a link on the advertising site.**

**Please email applications to:** [admin@invernesscab.org](mailto:admin@invernesscab.org)

For further information, please contact:  
Business Support Administrator, Inverness Badenoch & Strathspey CAB, 29-31 Union Street, Inverness  
IV1 1QA