

**Job title: Advice Services Coordinator**

**Job details:**

Reporting to: Chief Executive (this line management may be subject to review)

Location: Working across various Locations to provide dedicated time in each of Citizens Advice Edinburgh’s primary service locations across the city, currently:

23 Dalmeny Street, Edinburgh, EH6 8PG

58 Dundas Street, Edinburgh, EH3 6QZ

8A&B Bath Street, EH15 1EY

137 Dundee Street, EH11 1BG

31-33 Pennywell Road, EH4 4PJ

Depending on the needs of the service, work may be carried out at outreach locations throughout Edinburgh and the Lothians as required.

Salary: £22,000

Benefits: 25 days annual leave and 10 public holidays pro rata and a 7% employers contribution pension

Hours: Full time - 35 hours per week (Monday to Friday, core hours are 09:00 – 17:00)

Term: Permanent

**The application process**

Application deadline: **Thursday 18 February 2021 at 22:00.**

Interview date: **Week commencing 22 February 2021**

Interview location: Online using Zoom.

Interview format: 10 minute presentation and 50 minute panel interview.

**Please email your applications to** [benjamin.napier@caed.org.uk](mailto:benjamin.napier@caed.org.uk)

**Job purpose**

Citizens Advice Edinburgh exists to serve its community and meet their need for information and advice, in the most accessible format. Volunteers are at the heart of that service, advocating a model of community social responsibility and resilience.

A key part of this role, is to support the delivery of advice, in a way that grows and adapts to the needs of the community and changes in line with policy and legislation, where volunteers from across the community are supported to gain the knowledge, skills and expertise to help others in need.

You will be responsible for ensuring that all of our advice resources are allocated effectively across the city, in order to respond to client need. You will also work as part of the wider management team to facilitate and improve the delivery of advice services to clients.

You will be responsible the pro-active community recruitment and facilitation of initial training across all roles.

You will be responsible for the support, supervision and development of at least 30 regular volunteers.

You will work as part of the management team to pro-actively ensure that we maintain the knowledge, skills, expertise and resources necessary to meet client demand for advice to the standards required.

As part of the management team, you will help develop and deliver against the organisation’s strategy, with a view to maintaining the highest standard of compliance and where required, increasing the capacity and/or efficiency of our services to meet current and future demand.

**1. Recruitment and Management of Volunteers**

* Advertise and promote volunteering opportunities as required for the service and to maintain the minimum expected volunteer number at all times
* Seek to attract a wide demographic of volunteers, representative of the community we serve.
* Manage administration for the Initial Adviser Training Programme
* Work alongside the Advice Service Managers to assess volunteer training requirements and to monitor volunteer participation in training.
* Provide clear and constructive feedback to volunteers on their progress throughout training.
* Manage Rota’s, identifying and predicting gaps in service provision and prop-actively allocating resources to meet that demand, including session supervision.
* Ensure the service is adequately staffed during live advice sessions, by coordinating and allocating advice resources (including our human resource) across the city.
* Provide reports on service performance and efficiency to the CEO.
* Manage administration staff and volunteers, including reception and administration roles. This will include providing training, support and supervision to ensure they have the knowledge, skills and confidence to carry out their roles.

**2. Quality Assurance and Audit**

* Monitor completion of the Adviser Training Programme to the required standard.
* Assist in any audit processes that may be carried out.
* Ensure that accurate statistics on advice services are available as required.

**3. Facility Management**

* Work alongside the Finance Manger to coordinate the effective administration of services such as heating, lighting, cleaning, insurance, fire safety and maintenance of our facilities including engaging and liaising with contractors as required.
* Help ensure Health & Safety, Environmental and other organisational policies are fully implemented.
* Report any accidents or incidents that may occur to the Chief Executive.

**4. Finance and Budgeting**

* Help monitor facility spending within the limits set down by financial procedures.
* Ensure accurate records of all expenditure within our facilities are maintained.

**5. Other duties**

* Be proactive in supporting the development of the organisation and helping with the design and delivery of new services.
* Support the organisation in attracting funding.
* Play an active role in the local community, engaging regularly with other stakeholders and developing partnerships with other organisations where there is mutual benefit to the community through collaborative working.
* Provide reports on work and activities as may be required for funders, auditors or publications.
* Take responsibility for solving issues and problems within the office in cooperation with the Chief Executive.
* Implement organisational Policies.
* Carry out any other reasonable tasks as requested by the Chief Executive.

**Person Specification**

Essential criteria

* Demonstrable experience of multi-site resource management, including human resources.
* Demonstrable experience of managing rota’s and resource allocation.
* Proven ability to meet targets and deliver successful outcomes.
* Experience of designing and delivering training/coaching, including using a range of learning methods such as presentation, facilitation, coaching, peer and social learning techniques.
* Experience of staff and volunteer management and support.
* An evidenced commitment to continuous professional development.
* Proficient use of IT systems and Micorsoft Office programmes including Outlook, Word, Excel and Powerpoint and a willingness to learn new systems.
* Ability to work under pressure with limited resources.
* Ability to identify and manage staffing requirements.
* Knowledge of office administration.
* Excellent communication skills – both verbal and written.
* Commitment to the aims and objectives of the CAB Service.
* A positive can-do approach to problem solving and challenging situations.

Desirable Criteria

* Demonstrable commitment to helping volunteers achieve their potential.
* Experience of staff/volunteer appraisal and development.
* Demonstrable experience of contributing to organisational change and development.