

**Bureau Manager**

**Summary:**

A unique opportunity has arisen to become a Bureau Manager with Citizens Advice Edinburgh. These roles do not often present themselves, which is testament to the quality and job satisfaction of the role.

You will be joining an experienced team of 4 existing bureau managers and take on responsibility for the day to day management of our new premises in the Pilton and Muirhouse area of Edinburgh. You will also take on responsibility for managing our existing team of 20 volunteers and for the growth and expansion of volunteer base and service offering in that community. Your bureau will cover some of the poorest and most deprived communities in Edinburgh, but this is also a locality rich in culture and full of potential.

This role offers the unique opportunity to become part of the established and highly respected Citizen’s Advice Service in Edinburgh with the chance to design and develop a service in new and expanded premises, right in the heart of the community. Over the last 6 months we have been working with other local charities to form a co-location partnership that will see at least 3 charities working together to utilise the vacant Pennywell Resource Centre and create a vibrant and much needed community resource.

Successful candidates will have extensive knowledge and expertise of the advice sector, particularly in relation to Welfare Rights, Debt and Money Advice, Employment, Immigration and Housing. Previous experience in managing and supporting volunteers will also be desirable.

You will have highly effective communication skills and be confident to work independently in a management role. You will have excellent written skills and be confident in Microsoft. You will have experience in recruitment, selection and supervision of staff and volunteers and experience or a proven ability to train and coach others to learn new skills. You will be flexible and able to support the development of this service with creativity and new ideas.

You will have excellent partnership building skills and make sure that Citizens Advice Edinburgh continues to play a prominent role in understanding and responding to the needs of this community.

Most importantly, you will provide an excellent service to people in need in your community and uphold the confidence and reputation of the CAB network in providing high quality, efficient and effective services.

If you are passionate about social justice, addressing inequalities and community development, this is the role for you and an opportunity not to be missed.

**Job details**

Job title: **Bureau Manager.**

Reporting to: Chief Executive

Location: Pennywell Resource Centre, Pennywell Road, Edinburgh, EH4 4PJ

Salary: £26,650 per annum [Full Time Equivalent]

Benefits: Annual leave - 25 days and 10 public holidays FTE

Pension - 7% employer’s contribution

Hours: Full time 35 hours per

Term: **Permanent**

**Job purpose**

**Summary of Role**

The Bureau Manger will be expected to manage and take responsibility for all aspects of the Bureau and the advice services it provides, in co-ordination with the Chief Executive and senior management team.

The manager will also work as part of the wider management team to facilitate and improve the delivery of advice services to clients. A key focus of this role will be the support, supervision and development of at least 30 regular volunteers.

**1. 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
* Provide volunteer support, supervision, appraisal and development
* Ensure the office is adequately staffed during office opening hours
* Assess volunteer training requirements and ensure volunteer participation in training
* Provide clear and constructive feedback to volunteers

**2. Advice and Quality Assurance**

* Ensure accurate information and advice is given, by monitoring client records and through case checking
* Ensure that accurate, legible and comprehensive case records are kept, recording all of the details required to satisfy quality of advice audits and funding requirements
* Responsible for making sure electronic case records (CASTLE) are properly updated
* Assist in any audit processes that may be carried out
* Ensure that accurate statistics on advice services are available as required

**3. Office Management**

* Maintain effective administration and working of the office on a day-to-day basis
* Responsible for ensuring that HR, 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**

* Control office spending within the limits set down by financial procedures
* Ensure accurate records of all expenditure within the office is maintained

**5. Social Policy**

* Ensure that the office carries out local social policy work as required
* Ensure that volunteer advisers report social policy issues using CASTLE
* Regularly engage with local elected members to highlight the issues impacting on local people and informing the development of improved legislation and social policy.

**6. 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
* Any other reasonable tasks as requested by the senior management team

**Person Specification**

Essential criteria

* Knowledge of advice-giving in at least one of the key advice areas e.g. benefits, debt, housing, employment and/or immigration
* 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

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

**The application process**

Application deadline: **Monday 6 May 2019 at 08:00**

Interview date: **Monday 13 May** (a time slot will be allocated)

Interview location: 23 Dalmeny Street, Edinburgh, EH6 8PG

Interview format: 50 minute panel interview.

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

**The Selection Process**

Candidates invited for interview should be familiar with the range, history and focus of services provided by CAE as detailed on our website. Candidates should also have an extensive knowledge of Scottish and UK Welfare System, Debt management, Immigration and income maximisation. Candidates should be prepared to substantiate your answers with detailed evidence from practice experience.