**Recruitment pack: Project Manager**

1. **About GNWCAB**

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity founded in1981.

Our mission is to end poverty and inequality by ensuring that people from all backgrounds are empowered through access to advice and support that helps them affect positive change in their lives and the lives of those around them.

We specialise in providing free, impartial and confidential information and advice services on issues ranging from debt, benefits, and welfare rights to consumer rights, energy and immigration as examples. We are accredited to Scottish National Standards in Information and Advice Giving and all information and advice we give is compliant with standards set by the Scottish Government and our membership body, Citizens’ Advice Scotland. Our services are available to everyone in our local communities, and we aim to make them as accessible as possible by promoting equality and diversity, and challenging discrimination.

We offer client led multi-channel advice and provide true channel choice as clients can access the support they need in person at our bureau premises at 1455 Maryhill Road or via phone, email and webchat. We also operate extensive outreach services in community locations, GP surgeries and schools, providing advice and information in local communities across North West Glasgow.

Our Bureau is one of the most progressive and dynamic advice and information services in the country. We proudly deliver a combination of local, Glasgow wide and national projects in partnership with charitable, statutory and corporate organisations. GNWCAB is made up of dedicated volunteers, 28 staff members, and an experienced board of trustees. Collectively, the team has expertise in many areas relevant to our work, including welfare rights, debt and money advice, immigration and asylum, and languages.

1. **About the job**

GNWCAB benefits from an excellent reputation in driving change and improving the lives of local people. We are looking for someone to join our motivated team to make positive contributions and achieve results in a fast paced, ever changing environment where no two days are the same. We pride ourselves in getting things done and would welcome a colleague with a similar mindset.

GNWCAB’s Board of Trustees is currently developing a new business plan with our CEO. As part of a restructure to support our ambitions, a new opportunity has been created for a Project Manager to join our fast-paced team. As a new post, the successful candidate will have the opportunity to influence the development of the role and contribute to the aims and objectives of the organisation.

The Project Manager will be responsible for the day to day operation and administration of GNWCAB’s projects and outreach clinics through effective support and deployment of volunteers and the paid advisers. They will ensure that CAS’ recognised uniform quality standards in advice work are maintained and met at all times by implementing effective processes and procedures and by providing consultancy and support in all areas of advice work issues to volunteer advisers and paid staff. They will implement and oversee projects as per the requirements of the organisation and funders.

The Project Manager will manage a team of paid staff and volunteer advisers to ensure they deliver a timely and accurate advice/information service to members of the public in line with our policies, procedures and monitoring requirements; assist with social policy work; contribute to the personal development of staff/volunteers and make recommendations on maintaining/improving the work of the Bureau.

1. **Scope & job description**

Regular duties of the role will include but are not restricted to the following:

**Service Delivery**

* Ensure the delivery of agreed level of advice service in order to satisfy funder’s requirements
* Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
* Monitor the quality of advice given to clients by carrying out case quality checks and examining case records
* Provide an appropriate level of support and supervision based on individual needs and act as a consultant to the advisers
* Provide supervision and support for advice workers, particularly in relation to advice enquiries, CASTLE data entry and on complex casework
* Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously
* Monitor the quality of advice, giving appropriate and effective feedback
* Contribute to building and supervising an effective team, understanding the importance of continual improvement of the service
* Undertake advice work as and when required
* Actively implement the Aims and Principles of the CAB service, together with its other policies
* Contribute to the long-term staff planning.
* Deliver the induction, training, assessment and performance management of advice workers both at new entry and experienced level

**Quality Standards**

* The service operates uniform quality standards in advice giving and CASTLE case recording and it will be the responsibility of the Project Manager, in conjunction with the Duty and Operations Manager to monitor levels, accuracy and quality of the advice work undertaken by the advisers
* Support adherence to and continuous development of the Bureau’s quality standards awards
* CAS Membership Quality Audit Standards
* Scottish National Standards in Advice Giving

**Project Management**

* Manage external stakeholder relationships on behalf of the wider organisation as required
* Provide line management and supervision support to specific advisers within designated projects
* Achieve all project objectives within designated timescales
* Completion of Funders reports as part of the Service Level Agreements

**Supporting and Line Management**

* Responsible for maintaining, supporting and developing, through consultancy and training, a team of volunteer advice workers and paid advisers to meet the service delivery and development needs of GNWCAB
* Championing teamwork approach between all members of staff and volunteers
* Effective performance management through coaching, mentoring and empowering individuals to achieve all objectives
* Responsible for the co-ordination of work-loads to meet project objectives
* Ensuring all policies and procedures are followed in a consistent manner

**Training and development**

* In conjunction with the Operations Manager, assess the competence of advisors against CAS and Bureau requirements
* Contribute towards the Bureau’s training and development plan
* Identify and implement own training and development needs in conjunction with Operations Manager

**Social Policy**

* Support the identification and submission of social policy issues to Citizens Advice Scotland and other appropriate bodies

**Other duties and responsibilities**

* Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
* This is a new role within the organisational structure of GNWCAB and as the post evolves and develops the Project Manager may be required to undertake other duties relevant to the level of responsibilities and accountabilities of the post
* The Project Manager may be required to work occasional evenings and weekends to attend events/outreach clinics

1. **Terms and conditions**

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| **Reporting to:** | Operations Manager |
| **Hours:** | 32 hours over 4 day working week, hybrid working, active flexible working policy  Some evening and weekend working required occasionally |
| **Salary:** | **£28,000 to £32,000** |
| **Location:** | GNWCAB, 1455 Maryhill Road, Glasgow, G20 9JA |
| **Holidays:** | 25 annual leave days plus 10 public holidays (office closures) per year |
| **Pension**: | 6% employer’s contribution pension |

1. **Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| * Previous project management experience across a range of projects * Experience of working within the voluntary sector * Experience in providing high quality advice on a wide range of subjects * Knowledge of welfare benefits and money advice, employment, housing, consumer, energy etc. * Experience in supervising the delivery of advice * Experience in adhering to quality of advice standards * Experience in people management * Ability to work without close supervision, prioritise own work and meet deadlines * Ability to deliver against multiple priorities * Excellent written and oral communication skills * Ability to work under pressure and make measured, appropriate responses in often complex situations * Proficient in case management and managing case workers * An understanding and working knowledge of Benefit Calculators * Awareness of the needs and responsibilities of GDPR and Data Protection Act * Commitment to the aims and principles of the CAB service and it’s equal opportunities policies * Strong self-awareness and a commitment to personal development * Excellent leadership qualities and an ability to lead by example * Proactive ‘can do’ attitude | * Knowledge of Scottish National Standards accreditation requirements * CAS Session Supervision, Tutor, Mentoring, Quality of Advice Giving Training or similar * Ability to produce statistical and written reports to funders |

1. **How to apply**

Please send your current CV and a cover letter (no more than 3 A4 pages) outlining how your skills and experience match the job description, and how you meet the person specification by email to: [angela.kelly@gnwcab.org.uk](mailto:angela.kelly@gnwcab.org.uk) by **5pm on Thursday 18th May 2023.**

Interviews will be held on **w/b 22nd May**, with second interviews possible the following week. If you wish to discuss any aspect of the role, please contact Angela Kelly, on 0141 948 0204 or email [angela.kelly@gnwcab.org.uk](mailto:angela.kelly@gnwcab.org.uk)