**Central Borders Citizens Advice Bureau (CBCAB)**

**Position: Bureau Manager**

**Reports to: Board of Trustees**

**Purpose of Job:**

The Manager is responsible for the overall operational and strategic management of Central Borders Citizens Advice Bureau within guidelines set by the Board of Trustees and membership of Scottish Association of Citizens Advice Bureau.

**Main Responsibilities:**

Core Management Responsibilities

* To plan, co-ordinate and manage all activities of the Bureau in conjunction with the Board.
* To lead as contact manager for the Information and Advice contract with Scottish Borders Council and other Consortium projects.
* To develop and strengthen the role of the Bureau in the community.
* To ensure that the Bureau adheres to relevant national quality standards.
* To seek and secure additional revenue streams to support the work of the Bureau.

Contract Management

* To manage and support contracts where CBCAB is the lead bureau, providing relevant reports to the Board, Consortium and funders when required.

Management of staff

* To ensure the Bureau is adequately staffed during opening hours
* To recruit and select volunteers and ensure they receive training to achieve CAS standards
* To provide staff support, supervision and appraisal.
* To assist the HR sub-committee to develop and implement the Bureau’s policies and procedures.
* To hold regular staff meetings, facilitating and managing collaborative discussion on all relevant Bureau matters
* To determine staff personal training requirements and develop and implement training plans to meet these needs within available resources.
* To manage all ongoing HR requirements and seek the Board’s assistance and approval, where appropriate.

Advice Service

* To manage the quality of advice and recording required in line with national and CAS quality standards.
* To ensure the bureau’s debt and money advice service meets legal requirements set by the Financial Conduct Authority and the Accountant in Bankruptcy
* To ensure that the bureau’s tribunal work is carried out within best practice for lay representatives.
* To prepare the bureau for case quality assurance and operational audits.
* To be available for consultation on all complex or unusual enquiries
* To keep abreast of the latest developments in the information and advice field and advise the Board on the need for change and development.

Finance and Budgeting

* To assist in the development and implementation of an effective fundraising strategy, which aligns with priorities outlined in the bureau business plan.
* To assist the Treasurer in controlling and reporting upon Bureau spending within the limits set by the Board and to ensure an accurate record of all expenditure is maintained.
* To assist in preparing annual projected budgets and six-monthly reviews for approval by the board.
* To ensure that the Board is provided with accurate costings for all areas of planned activity.
* To work with the Treasurer to ensure that annual accounts are prepared for annual audit.

Representing the Bureau

* To develop and maintain relationships with internal and external stakeholders, proactively participating in appropriate local groups and partnerships.
* To contribute and participate in the activities of the CAS network and represent the Bureau as required by the Board.

Facilities and Administration & IT facilities

* To work with the admin assistant to develop and maintain effective administrative systems and procedures to support the smooth operation of the Bureau.
* To ensure that the Bureau premises and equipment are maintained and that the requirements of Health and Safety legislation are met.
* To provide committee services as required to the Board including provision reports and policy guidance on relevant matters.
* To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems and procedures.
* To advise the Board, in conjunction with CAS IT staff, on matters of IT planning, security, maintenance and budgeting.
* Ensure the adherence to, and compliance with, the bureau legal obligations under GDPR and Data Protection legislation

Evaluation

* To maintain accurate statistics of client enquiries and ensure their timely return to CAS
* To oversee the 3 yearly CAS audit by compiling and submitting information as required.

Other Responsibilities

* To seek opportunities for press and media coverage of the work of the Bureau.
* To promote and develop social policy work.
* To assist the Board in the preparation of the Annual Report and organisation of the Annual General Meeting.

**Person Specification**

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| **Manager** | **Competencies** | |
|  | **Essential** | **Desirable** |

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| **Qualifications** | · Significant experience within a similar organisation or field | * Management qualification * Fundraising qualification |

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| **Experience** | · Leadership experience in a comparable working environment  · Managerial experience in staff recruitment, training, supervision and performance management  · Experience in financial/budget control and risk management   * Experience in completing funding applications * Project management * Experience of relationship management with key stakeholders/funders * Experience in carrying out marketing activities * Experienced in office administration | * Contract Management * Community Fundraising * Carrying out social policy campaigns * Experience of facilities management * Experience and demonstrable success of grant funding and competitive tendering * Experience of managing and reporting on statutory and institutional funding |

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| **Skills And**  **Attributes**  **Skills And**  **Attributes (Cont’d)** | * Financial management knowledge * Excellent written and oral communications skills * Ability to conduct detailed negotiations * Project management and ability to manage change * Skilled in report writing * Able to work to budget * Ability to work under pressure and manage complex situations * Keen analytical skills * Good understanding of office technology and the role of effective IT systems. * Experience of statistical analysis for monitoring and evaluating purposes | * Ability to build on and strengthen existing professional networks * Awareness of the social needs of local communities and services provided by the voluntary sector |

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| **Knowledge** | * Understanding of social exclusion issues and the role of the voluntary sector * Knowledge of methods of fundraising and standards * Understanding of local authority structures * Knowledge of committee procedures * Awareness of the needs and responsibilities of GDPR and Data Protection Act | * Knowledge of procurement processes * Knowledge of Health and Safety legislation and employer responsibilities * Understanding of the current and evolving welfare reform or advice sector landscape |

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| **Values** | * Proven ability to work as part of a team. Commitment to staff welfare * Ability to challenge constructively and sensitively. * Commitment to high levels of client satisfaction and quality * Commitment to partnership working * Dynamic and well organised * Ability to work independently * Commitment to collaboration and working with others to find solutions | * Forward thinker with a creative outlook * Understand of and commitment to the aims and principles of the CAB service |