

**Job Title:** Chief Officer

**Responsible to:** Board of Trustees

**Responsible for:** All paid and unpaid staff

**Salary:** £41,500 per annum plus 10% employer pension contribution

**Hours:** 35 hours per week (Job share and applicants preferring fewer hours will be considered)

**Contract:** Permanent

**Location:** Arbroath (with travel throughout Angus)

## Job description

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### Key responsibilities

- > Overall operational and strategic management of Angus Citizens Advice Bureau (SCIO) – henceforth Bureau - within guidelines set by the Board of Trustees and membership of the Citizens Advice Network
- > Providing leadership and effective line management of the workforce (staff and volunteers)
- > Represent the interests of the Bureau at partner and stakeholder meetings whilst strengthening the role of the organisation within the community
- > Ensure the Bureau has a strong digital footprint by making best use of the Bureau's website and other social media platforms
- > Effectively manage Bureau finances and prepare reports for the Board of Trustees and funders as and when required
- > To ensure the Bureau meets the aims, principles and policies set by Citizens Advice Scotland membership audit conditions and Scottish National Standards for Information & Advice
- > Ensure the management and maintenance of all Bureaux premises and equipment and Health & Safety legislation is adhered to

### Workforce Management

- > Responsible for ensuring the management and welfare of staff and volunteers, their development and support and supervision
- > Responsible for ensuring the recruitment and selection of paid and volunteer staff meets the Bureau's needs
- > Review and develop volunteer recruitment strategies with the Operations Manager
- > Ensure staff and volunteer policies and procedures are up to date in accordance with current legislation

### Strategy

- > Lead on strategic planning process, with the Board of Trustees, to consider new delivery models for the Bureau in Angus, ensuring engagement with key stakeholders including staff, volunteers, people that use the service, and other key partners.
- > Lead the development, implementation and monitoring of the charity's business plan, setting objectives for how strategic priorities will be delivered and the resources required to do so.
- > Lead in building and maintaining good working relationships with relevant local and national statutory, voluntary and community organisations, including Citizens Advice Scotland
- > Ensure the Bureau is represented at local and national networks, forums and meetings etc

- > Identifying the needs of clients and key trends within the advice sector to inform Bureau services
- > Ensure relevant information on the range of Bureau services is provided to the public and other key stakeholders and the preparation and issue of press statements and other public communications including those on social media sites

### **Finance & Fundraising**

- > To control Bureau spending within the limits set by the Board and ensure an accurate record of expenditure is maintained
- > To advise the Board on matters of operational expenditure
- > To plan and manage project budgets in accordance with the requirements of funders and engaging with funders when necessary
- > To assist the Board in preparation of annual accounts
- > Identify funding opportunities and secure funding to support the delivery of core generalist work, and specialist projects.

### **Board Advice & Guidance**

- > Report on developments within Citizens Advice Scotland and the obligations of membership of the Association to the Board
- > Report to the Board on appropriate developments within advice and horizon scanning
- > Ensure the Board is informed of their legal obligations and compliance issues
- > To provide committee services to the Board when required
- > Assist the Board of Trustees with governance issues and ensure compliance with the Constitution
- > Identify, mitigate, and manage strategic risks and embed a positive, enabling risk management culture across the organisation.
- > To carry out any other reasonable task as requested by the Board

### **Quality of Service**

- > Ensure services comply with Citizens Advice Scotland membership and Scottish National Standards for Information & Advice Providers or other relevant Quality Assurance Scheme along with the Operations Manager
- > Set standards and assess performance and where required, lead development plans for improvement
- > Lead the development, implementation and review of operating policies and procedures in consultation with the Operations Manager to ensure effective service delivery
- > Review service delivery and analyse trends for planning and development in consultation with the Operations Manager
- > Ensure appropriate information is provided to funders, the Board, and wider stakeholders both on a planned and ad hoc basis
- > To prepare full, accurate and regular reports on all Bureau activity as required by the Board of Trustees.
- > To manage the complaints process in line with Scottish Association of Citizens Advice Bureau policy and procedure.

## Misc

- > Ensure all statutory and regulatory requirements are met including returns to the Office of the Scottish Charity Regulator, Financial Conduct Authority and Citizens Advice Scotland.
- > To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the Angus Citizens Advice Bureau (SCIO) Board of Trustees.

## Person specification

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### Knowledge, skills and experience

#### Essential

- > Strong interpersonal and people management skills acquired through extensive experience, including effective delegation, recruitment, retention and performance management.
- > Understanding of operational management, including project and programme management, and associated risks and controls.
- > Experience of working with volunteers in the voluntary sector.
- > Experience of strategic financial management.
- > Experience of developing and delivering strategy and business plans.
- > Experience of managing change within an organisation considering the views and experiences of key stakeholders.
- > Excellent team building skills and experience, with the ability to inspire and lead a passionate and committed team, at all levels of the organisation, to perform to the best of their abilities.
- > Experience of building positive and productive relationships with a diverse group of internal and external stakeholders including a range of funders, partners, policymakers, and media.
- > Understanding of working within the advice sector.
- > Good understanding of technology and the role of effective IT systems in both an office setting and in delivering services.
- > Excellent written and oral communications.
- > Excellent organisational skills.
- > Keen analytical skills and the ability to work under pressure.
- > Support the principle of voluntarism.
- > Commitment to the Aims and Principles of the CAB service.
- > Demonstrable commitment to equality, diversity, and inclusion.
- > Understanding of local authority structures and the third sector.
- > Ability to travel within Angus area and elsewhere as required.

**Desirable**

- > 2 years paid/unpaid work in the advice field
- > Knowledge and understanding of the needs of the Angus area

**Additional requirements**

- > The post is subject to the receipt of a satisfactory basic disclosure
- > The post is subject to Criminal Convictions Declaration

**The Angus Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC010051**

**Charity name: Angus Citizens Advice Bureau (SCIO)**