# https://lh6.googleusercontent.com/NNLW4RTlsjkVLAyNIMjcIdCIFwRDadd9mbVZcacoHGiHwcDDvICoXRaQGKJHhfofDhmwXELOOc9nB1MV9xOWT6xLKH69Oy_ruktU4bLGA2cJlq3JAybIodU99iVEyXvz96CPA672Operations Manager Role profile

### Planning

* Advise the Chief Officer on staffing and service delivery issues
* Coordinate activities, procedures and systems to promote the common policies and/or practices within the appropriate service delivery area, including liaison with partners and stakeholders
* Be part of the decision-making process for the organisation. This will include contributing to budgeting, funding, allocation of resources and preparation of statistics and information as required
* Support fundraising activities

### Service delivery

* Maintain and develop standards of service delivery, including monitoring the quality of advice delivered to clients via quality of advice assessments, case checking and independent case file reviews.
* Support the strategic development of the organisation to ensure its management and services to clients reflect and support the bureau’s equality and diversity strategy
* Provide Advice Session Supervision back up as required
* Undertake advice work as and when required

### Staff management

* Ensure the effective performance management and development of staff and volunteers through regular supervision sessions, appraisals, and by contributing to learning and development programmes
* Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
* Ensure that the service area is adequately staffed and resourced, encourage good teamwork and lines of communication between all members of staff
* Working with the rest of the management team and the CEO, ensure recruitment and induction of new staff as appropriate
* Attend regular meetings of all paid and unpaid staff

### Administration

* Oversee and monitor effective and efficient administrative systems
* Ensuring statistics are collated appropriately
* Preparing reports as required by the CEO and/or Board of Trustees
* Assisting the CEO in matters relating to the production of the Annual Report

### Training

* Mounting recruitment campaigns for voluntary staff
* Assisting in organizing and delivery of local adviser training
* Assisting in practical bureau training for new volunteers

# Person specification

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|  | **ESSENTIAL** | **DESIRABLE** |
| QUALIFICATIONS | * Good general education
 | * Evidence of management training or qualification.
* Certificates at Higher level or above
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| EXPERIENCE | * Experience in recruitment, training and development.
* Experienced in office administration.
* Good understanding of office technology and the role of effective IT systems.
* Experience of delivering quality standards and monitoring service delivery against agreed targets.
 | * At least two years paid or unpaid work in the voluntary sector.
* Experience in voluntary sector management.
* Have a good understanding and working knowledge of the benefits system
* Experience of managing and developing staff and volunteers, including conducting staff appraisals
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| SKILLS AND ATTRIBUTES | * Ability to motivate both paid and unpaid colleagues
* Ability to delegate effectively and appropriately.
* Effective written and oral communications skills.
* Skilled in report writing.
* Computer proficient.
* Ability to work under pressure.
* Keen analytical skills.
* Ability to manage change and development.
* Ability to communicate effectively and conduct detailed negotiations.
 | * Statistical analysis skills.
* Project management.
* Ability to work with other Community Groups.
* Experience of leading and contributing to a team, taking decisions about the day to day running of a busy service, while managing your own workload and those of others
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| OTHER | * A commitment to work within the aims, principles and policies of the Citizens Advice service
* Commitment to a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
* Willing to be flexible and adaptable in the meeting the needs of the service.
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