# 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 |
| 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 |
| 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 |
| 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. |  |