

A simple line-art icon of a person's head and shoulders, positioned to the left of the section header.

Person specification

- Ability to lead and manage a team, taking decisions in the day to day running of a busy advice service
- Proven ability to communicate effectively verbally and in writing and use IT systems for the provision of advice services.
- Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing.
- Proven experience of developing, planning, monitoring, and evaluating and reporting on the outputs and outcomes of services and projects.
- Proven ability of monitoring and maintaining service delivery against agreed targets.
- Understanding of advice issues and the root cause of these for our clients
- The ability to recruit, develop and motivate staff and volunteers.
- Proven ability to create a positive working environment in which equality, diversity and inclusion are well managed, dignity at work is upheld and our team are empowered and motivated to do their best.
- Proven ability to monitor and maintain casework systems and procedures
- Ability to manage service delivery against agreed targets, including quality and training.
- Ability to analyse and interpret complex information as well as producing and presenting reports verbally and in writing.
- Ability to meet, or work towards the organisation's competence requirements for an advice session supervisor/Advice Session Manager to support the organisation if required
- Ability to plan and manage projects, budgets and contribute to decisions on the allocation of resources..
- Basic knowledge and understanding of safeguarding and other legal compliance.

In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

- Salary in the range of £38,000 to £42,000 per annum (depending on experience).
- Permanent contract for 37 hours per week, reduced hours will be considered for an exceptional candidate, but not to less than 30 hours a week.
- Working primarily from one of our three offices in Bordon , Petersfield or Alton but home based for up to 3 working days per week in line with our Hybrid Working Policy
- Travel expenses from the nearest office to your home to other offices/meetings can be paid in line with our expenses policy and hybrid working policy



What we give our staff

- Currently, 6% contribution towards workplace pension with Aviva or Nest
- Death in Benefit Cover
- Annual leave up to 28 days per year including bank holidays
- Employee support on mental and physical wellbeing through national Togetherall website access
- Free parking in our Petersfield and Bordon office