



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

Tel: 0114 253 6703

www.citizensadvicesheffield.org.uk

Dear Colleague

Thank you for your interest in our vacancy for a new chief executive.

Please find enclosed the job description and person specification, and an application form.

You can find more information about Citizens Advice Sheffield on our website, including our plans for 2018/19 and our recent impact reports.

If you would like an informal discussion about the post, please contact our current chief executive, Andy Buck, on 0114 253 6703 or email:

andy.buck@citizensadvicesheffield.org.uk

Completed application forms must be submitted by email by 5pm on 21 May 2018. Please enter "Chief executive application" in the subject line of your email, which should be sent to:

applications@citizensadvicesheffield.org.uk

Please note that we will only be accepting application forms, and will not accept CVs.

Thank you

Yours sincerely

A handwritten signature in black ink, appearing to read "Mark Gamsu".

Mark Gamsu
Chair of the Board of Trustees



Citizens Advice Sheffield is the operating name of Sheffield Citizens Advice and Law Centre Ltd
Registered Office: The Circle, 33 Rockingham Lane, Sheffield S1 4FW
Company registration: 08616847
Charity registration: 1153277
Authorised and regulated by the Financial Conduct Authority: FRN 617731
Regulated by the Office of the Immigration Services Commissioner: N201300063
VAT number: 169 9524 53



Chief Executive

£60,000

Are you passionate about tackling poverty and inequality?

Do you have the capability to lead the next phase of our development?

Citizens Advice Sheffield is the city's leading provider of advice and advocacy services and one of the largest local Citizens Advice.

We help people, families and communities to solve the problems they face and campaign to improve the policies and practices that affect people's lives. We aim to be one of the best advice and advocacy services in the country, and one of the leading voluntary and community sector organisations in Sheffield.

We employ 140 staff and have 130 volunteers, and a turnover of £3.7 million. Our advice services help over 23,000 people each year. Our advocacy service helps over 3,000 people a year.

We were established in 2013 from 12 predecessors. We have made huge strides since then. Our current chief executive is retiring, so we wish to appoint an experienced leader to lead the next phase of our development.

For an information pack please email:

jayne.hobson@citizensadvicesheffield.org.uk

or download from our website www.citizensadvicesheffield.org.uk

Closing date: 5pm 21 May 2018



Job description and person specification

Chief Executive

Citizens Advice Sheffield is Sheffield's leading provider of advice and advocacy services. We provide generic and specialist advice services via telephone, digital services and in person. We lead the Sheffield Advocacy Hub and provide independent advocacy services. We provide part of the national consumer advice service.

We seek to empower our clients and support them to improve their confidence and capability. We advise mainly on welfare benefits, debt, housing, employment, immigration and discrimination. We provide advice in numerous languages. We offer bespoke services for people with mental health problems, the Deaf community, the gypsy and traveller community, people in hospital, and refugees and asylum seekers. We undertake specialist casework, including debt services and that undertaken by our legal service. We have well established partnerships and referral pathways.

We lead the Sheffield Advocacy Hub and provide general mental health advocacy; advocacy under the Care Act 2014; Independent Mental Health Advocacy; Independent Mental Capacity Advocacy; Deprivation of Liberty Safeguards Relevant Person's Representative service; NHS Complaints Advocacy; and advocacy for people with learning disabilities

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

Purpose of job

The Chief Executive:

- leads the strategic development of the organisation and all our services
- ensures that all services are provided to the required standards
- leads the recruitment, retention and development of our paid staff and volunteers
- ensures that we secure the funding required to provide our services, and ensures effective financial management
- ensures that we develop and maintain mutually beneficial relationships with key stakeholders, partners and potential partner organisations, and the media
- leads the management team and ensures we develop and maintain sound internal policies, processes and practices
- oversees our public policy, research and campaigning work.

The Chief Executive is accountable to the Board of Trustees.

Main duties and responsibilities

1. Strategy

- Prepare and present to the Trustee Board three yearly and annual service development and service delivery plans.
- Ensure that these plans take account of the needs of the people and communities we serve, and the expectations of commissioners and funders.
- Ensure that these plans will develop our services to include digital, phone and face to face services.
- Communicate and promote the purpose, ambition and plans both internally and externally.
- Identify and secure development opportunities consistent with our purpose and ambition.

- Ensure we have a prioritised research and campaigning programme.

2. Service provision

- Ensure that service development and delivery plans are translated into team and individual work plans with clear and realistic targets.
- Ensure that all services are provided in accordance with the required policies and procedures and meet the required service and performance standards and targets.

3. Workforce

- Prepare an annual workforce plan for paid staff and volunteers.
- Ensure that we have an effective management and workforce structure.
- Ensure recruitment of high calibre staff and volunteers in accordance with the workforce plan.
- Ensure the provision of induction, training, supervision, appraisal and support for all paid staff and volunteers.
- Ensure the effective management of all paid staff, including management of performance and conduct, and grievance and disciplinary matters.

4. Information and analysis

- Ensure the effective gathering, analysis and reporting of data for the purposes of service and workforce management, and to meet the reporting requirements of commissioners and funders

5. Finance

- Develop and implement a long term funding strategy
- Identify, develop and maximise new income opportunities
- Ensure that:
 - annual budgets are agreed by the Trustee Board and are effectively managed, monitored and achieved;

- all financial and reporting obligations are met;
- accounts and financial statements are prepared correctly in liaison with the Trustee Board and the auditors

6. External relationships

- Understand the needs and priorities of key stakeholders, partners and potential partners.
- Ensure we have an effective relationship with Citizens Advice and fulfil the requirements of our Citizens Advice membership agreement.
- Ensure that we have an effective relationship with Sheffield City Council.
- Ensure that we have effective relationships with all other commissioners and funders.
- Engage proactively with other organisations in the development and delivery of our services.
- Market and promote our services to a range of potential supporters, partners and service users.
- Establish and maintain regular contact with the media to ensure a consistently high profile both locally and nationally.

7. Internal management

- Lead and ensure the effective performance of the senior management team;
- Ensure that we have comprehensive and effective policies and procedures, and compliance with these.
- Ensure effective communication and engagement with all paid staff and volunteers
- Ensure effective health and safety arrangements.
- Ensure the provision of safe and effective premises, facilities and technology.

- Discharge the Accountable Officer duty required by the General Data Protection Regulations
- Ensure the maintenance of a strategic risk register, and the mitigation of identified risks.
- Ensure effective responses to emergency situations and effective business continuity planning and response.
- Ensure the effective investigation of and response to all complaints.
- Ensure that all the requirements of charity and company law are met

8. Accountability

- ensure that our AGM and any Special General Meetings are arranged in accordance with the Articles of Association
- Report to the Board of Trustees at all of its meetings.
- Ensure the preparation of agendas and papers for meetings of the Board of Trustees.
- Liaise with the Chair, Deputy Chair and other trustees as appropriate
- Ensure that we operate in accordance with the membership requirements of Citizens Advice and the Law Centres Network, and the requirements of the Office of Immigration Services Commissioner, Money Advice Service, Legal Aid Agency, Financial Conduct Authority, Office of the Information Commissioner and any other relevant regulatory body.
- Ensure that annual reports and impact reports are prepared to meet the requirements of commissioners and funders, and to account for and promote our work.
- At all times promoting the purpose, ambition, policies, interests and well being of Citizens Advice Sheffield and protect its integrity and reputation.
- Undertake such other duties as may be reasonably required by the Board of Trustees

Person specification

Our Chief Executive will have a track record of leading a complex and demanding organisation or service.

Our Chief Executive will:

- Demonstrate **commitment** to our values, purpose and ambition, to meeting the needs of all the people and communities of Sheffield and to the highest standards of personal, service and organisational performance
- Demonstrate exemplary **leadership** of a complex organisation providing high quality services
- Demonstrate excellent understanding of **poverty and social justice**
- Have excellent **strategic planning** skills
- Have excellent **people and team management** skills
- Have excellent **financial management**, including income generation and fundraising, skills
- Have a track record of leading complex **service change and improvement**
- Demonstrate astute **political awareness**, have excellent **external relationships** and excellent **influencing and campaigning** skills
- Be personally **resilient** and able to handle a substantial and complex workload.
- Be able to respond well to **challenging and sometimes adverse events**
- Have excellent **personal skills** including a high standard of literacy, numeracy and IT skills
- Be committed to their **accountability** to the Board of Trustees, stakeholders and clients
- Be committed to their own continuing **learning and professional development**



Chief Executive

Guidance notes for applicants

Application form

Please complete your application and return it by e-mail no later than 5pm 21 May 2018. There is no requirement to send a hard copy in the post. CVs will not be accepted.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your knowledge, experience and skills, and your career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the person specification.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that we do not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

We value diversity and promote equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts. This information is given in confidence

for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

Information, experience, knowledge, skills and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the person specification. Selection is based on an assessment of the evidence you provide against the requirements of the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide examples. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for assessment and interview.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within us is asked to disclose details of convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for us – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

This post will require a DBS check.