



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

Tel: 0114 253 6703

www.citizensadvicesheffield.org.uk

Service Manager within our advice services (Ref: SM1 03-19)

£32,500 per annum

This is an exciting opportunity to join one of the country's largest Citizens Advice delivering advice services to over 20,000 people a year, with 60,000 issues, mainly around benefits and debt. We deliver services by phone, digitally and face to face, via multiple locations and to some of Sheffield's most vulnerable communities. We are looking for an experienced manager to join our leadership team to support the leadership, management and development of our services.

Our ideal candidate will be an experienced and resilient manager, with a thorough understanding of customer service including advice delivery and a passion for ensuring excellence for our clients. Although you will contribute to the management of all of our services, we want you to lead and develop our growing digital and telephone advice provision.

We are particularly interested in candidates with:

- A track record of managing multiple services and projects, ideally with contact centre experience;
- A sound understanding of how to achieve excellence in the delivery of digital and phone services;
- Demonstrable and significant experience of developing both new and existing services and leading service improvement;
- Excellent skills and knowledge in respect of managing, supporting and supervising staff, including volunteers.

We can offer you a supportive culture within a charity setting committed to social justice. We offer an attractive remuneration package with good terms and conditions of employment including: 35 hour working week; 25 days annual leave (excluding bank holidays); Pension scheme; Health Plan with integrated employee assistance programme.

For an application pack please go to: www.citizensadvicesheffield.org.uk - **(we do not accept CV's)**. Or email: applications@citizensadvicesheffield.org.uk quoting ref: SM1 03-19.

The closing date for completed applications is: **5:00pm, Friday 5th April 2019.**

Interviews will be held on Thursday 18th April 2019.



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 Information Commissioner's Office registration: ZA019728