

Job description and person specification

Service Manager

Citizens Advice Sheffield provides generic advice services at several main sites and numerous smaller outreach sites, and via our telephone advice service. We advise mainly on welfare benefits, debt, housing, immigration and employment. We provide advice in numerous languages, and offer bespoke services for people with mental health problems, the deaf community, the gypsy and traveller community and people in hospital. We also provide mental health advocacy services. We undertake specialist casework, including that undertaken by our legal service.

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

Our service managers, as members of the management team, play a critical role in the overall leadership and management of the service, and assume specific strategic and operational responsibilities as agreed by the team.

Service managers are responsible for a portfolio of services as agreed by the management team.

Service managers lead and manage the provision of generalist and specialist advice to clients, including advice about financial confidence, welfare benefits, debt, housing, employment, immigration, discrimination and other areas of public and social welfare law.

Service managers manage and support our paid staff and volunteers to support and empower clients to address their needs.

Service managers ensure that advice is accessible by all clients, taking full account of clients' communication and other needs, and is provided in a wide range of settings, including our own offices, those of partner agencies and client's homes.

Service managers manage the provision of support by paid staff and volunteers, including advice session supervision, casework supervision, volunteer support and development, and training.

Service managers ensure that service delivery meets all relevant quality standards.

Service managers manage service delivery and performance in accordance with contractual and other requirements.

Service managers are required to undertake all their duties in accordance Citizens Advice Sheffield policies and procedures, utilising national and local sources of information and guidance.

Main duties and responsibilities

Service strategy, planning and development

Service managers are required to:

- Support the management team to develop strategies and plans to meet need, improve quality and improve performance
- Identify unmet need
- Report on service quality and performance and on action to remedy poor quality or performance
- Lead service improvement projects
- Lead service innovation and development projects
- Manage the planning and use of premises, information technology, data and information, and other resources
- Support financial strategy and planning, and manage and report on service budgets
- Lead fundraising projects
- Negotiate and manage contracts with commissioners and funders
- Lead partnerships with other agencies
- Analyse social policy issues, and lead, advise on and support campaigning

Service provision

Service managers are required to deploy, support and manage paid staff and volunteers to:

- Deliver services in accordance with our service delivery strategy and operational plans, including telephone, drop-in and pre-booked appointment services
- Meet the needs of all clients, wherever possible empowering clients to improve their confidence and capability, and supporting them to develop and implement action plans to meet their needs
- Ensure the effective supervision of advice sessions and casework, and advocacy services
- Ensure that services meet all relevant quality standards
- Ensure that performance standards and targets are met
- Ensure compliance with funders' and contractual requirements
- Identify and report evidence to inform and play a leading role in social policy campaigns

Staff management, supervision, support and development

Service managers are required to:

- Create and support a positive culture in which all paid staff and volunteers are supported and valued
- Engage paid staff and volunteers in good team work, planning and delivering services, and in campaigning
- Manage and supervise paid staff and volunteers in accordance with our policies and procedures
- Lead volunteer recruitment, training, development and retention
- Lead the design and delivery of training.

Professional learning and development

Service managers are all required to undertake learning and development including:

- Keeping up to date with legislation
- Keeping up to date with policies and procedures
- Attending internal and external training

- Obtaining and maintaining accreditation for specialist practice

Person specification

Knowledge

Comprehensive knowledge of:

- national and local advice service strategies, policies, systems and processes
- the communities supported by Citizens Advice Sheffield
- leadership, management and supervision methods
- programme and project management

Skills

High quality skills:

- to lead, support and manage paid staff and volunteers
- to communicate well with clients, colleagues and other agencies
- to develop service delivery strategies and plans
- to implement plans, including service development and change
- to positively resolve strategic and operational service challenges
- to support team and staff development, and resolve human resources issues
- to investigate and advise on resolving complaints
- to engage clients in service planning and development
- to work in partnership with other agencies

Aptitude

Commitment to

- the goals and values of Citizens Advice Sheffield
- being a full and active member of the management team, and to contributing to and acting upon the team's decisions

- delivering service quality and performance standards and targets
- implementing service improvement and development
- working in partnership with other agencies
- personal learning and professional development
- equality opportunities and to valuing diversity

Qualifications, training and accreditation

Successful completion (or willingness to complete) mandatory training requirements.

Participation in and commitment to participating in leadership and management development programmes.

Accreditation as required for specialist areas of advice practice.