



Head of Resources and Organisational Development

Job description and person specification

Citizens Advice Sheffield

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim for excellence. Our ambition is to be among the best advice and advocacy 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.

Main purpose of the job

Our Head of Resources and Organisational Development is responsible to the Chief Executive for the leadership and management of key strategies in relation to finance, HR and people, digital and ICT, risk management and premises. You will support the Chief Executive in planning for a strong and sustainable financial future for the organisation and oversee the transformation of Citizens Advice Sheffield's organisational infrastructure towards becoming a more sustainable organisation fit for delivering our ambitious strategy. You will lead and manage developments and change across the organisation to deliver infrastructure improvements.

Our Head of Resources and Organisational Development is a member of the senior leadership team, reporting directly to the Chief Executive and working closely with and collaborating with our Head of Advice. The post holder plays a critical role in the overall leadership and management of the organisation and the services the organisation's delivers including deputising for the Chief Executive as required.

Responsible to
Chief Executive

Responsible for

A range of senior staff in the directorate and the management of external contracts in finance, HR and IT.

Main duties and responsibilities

Service strategy, planning and development

The Head of Resources and Organisational Development is required to:

- Lead the development of strategies and plans to meet need, improve quality and improve performance
- Lead service and organisational improvement projects
- Lead financial strategy and planning, and financial management and reporting
- Develop and implement fundraising and income generation strategies
- Negotiate and manage contracts with commissioner and funders

Human Resources and people

The Head of Resources and Organisational Development is required to lead and ensure the sound management all aspects of workforce management and development including:

- Lead the development and implementation of our workforce strategy
- Ensure that our staff and volunteers are well supported, supervised, trained and looked after
- Ensure that HR processes and procedures are managed efficiently and with due regard to best practice and the management of risk

Financial management, income generation and budgeting

The Head of Resources and Organisational Development is required to lead and ensure the sound management of all aspects of financial management and planning and income generation including:

- Lead the development and best practice management of annual budgets, financial reporting and audit for all aspects of the organisation
- Lead the development and implementation of the organisation's fundraising strategy and lead bid teams
- Support the Chief Executive in ensuring that the organisation's finances are fit for purpose

Digital transformation and ICT provision

The Head of Resources and Organisational Development is required to lead the digital and communication strategy including:

- Lead a change process to ensure the organisation is fully digitally enabled
- Lead the development and implementation of the organisation's ICT strategy and operation
- Lead and oversee the implementation of the organisation's marketing and communication strategy, both internally and externally

Risk Management

The Head of Resources and Organisational Development is required to lead the organisation's risk management strategy, policy and implementation. This will include being responsible for managing the organisation's insurance requirements and the organisation's compliance with a range of external frameworks including

- Charity Commission and Companies House
- Citizens Advice and the membership requirements
- Information assurance and the Information Commission (including acting as Senior Information Risk Officer and Asset Owner for a range of data sources)
- Financial Conduct Authority
- Health and Safety legislation

Premises, facilities management

The Head of Resources and Organisational Development is required to lead the premises and facilities management strategy including:

- Managing the organisation's estate (including owned and leased premises)
- Leading any change process connected to premises changes
- Ensuring that the organisation's premises provide a suitable and safe working environment for our work force and our clients

Other duties

- 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

The post holder will be subject to a range of checks including DBS to ensure that they are suitable to be a signatory on a range of bank accounts and to hold direct responsibility for overseeing the organisation's finances.

Person specification

Essential requirements

Our Head of Resources and Organisational Development 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 a passion in helping to lead an organisation committed to tackling poverty and inequality
- Demonstrate track record of senior leadership of a complex organisation, ideally in a service provision environment
- Proven knowledge and expertise in leading within at least one of the following : finance, people and workforce, ICT, premises and risk management and the transferable skills to apply to the other areas
- Have excellent strategic planning skills
- Have excellent people and team leadership and management skills including working with external service providers
- Have a sound knowledge and understanding of financial management and reporting, including the ability to report to the Board on all aspects of the organisation's finances.
- Have a sound understanding of and skills relating to income generation and fundraising including preparing and writing funding applications and leading bid teams
- Have a track record of leading and managing organisational change and transformation
- 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 own continuing learning and professional development