



Hillingdon and Ealing Citizens Advice Ltd

AREA SUPPORT OFFICE, Key House, 106 High Street, Yiewsley UB7 7BQ

Your ref:

Our ref: Recruit/ASM Feb 12

Phone No: 01895 422404

Date: 12th January 2012

Dear Applicant,

ADVICE SERVICES MANAGER VACANCY

Thank you for your interest in the **above post** with Hillingdon & Ealing Citizens Advice (HECA) Ltd. This post is permanent subject to continued funding and the post-holder will be primarily based in the Uxbridge CAB. More information on the range of services that the ASM will manage and develop can be found on www.hillingdoncab.org.uk.

Any proposals to work fewer than 36 hours per week (down to a minimum of 28 hours pw) and/or flexibly will be given consideration and should be made in your covering letter. I enclose an application pack which includes the following:

- Job description
- Person specification
- HECA Job Application Form
- Notes for applicants on completing the application form
- HECA Equal Opportunities statement
- HECA Equal Opportunities Monitoring Form
- Citizens Advice Aims, Policies and Principles

Please send your completed application in an envelope marked confidential to reach me by **10.00 a.m. on Monday, 20th February 2012**.

Interviews are provisionally scheduled for the **Wednesday 29th February 2012**. If you have not heard from me by 24th February 2012, please assume that you have been unsuccessful. We apologise for not being able to reply individually (this is because of the expected response level) but thank you for your application and your interest in HECA.

Please note that not all of our offices are fully accessible but we will be flexible to enable short listed candidates to be interviewed and the successful candidate to work with us. Please contact me to discuss any special needs you may have.

I look forward to receiving your application.

Yours faithfully,

Heather Brown
Director

HILLINGDON ADVICE & INFORMATION LINE 0844 848 7903 Website: www.hillingdoncab.org.uk

Registered office: HECA Limited, AREA SUPPORT OFFICE, Key House, 106 High Street, Yiewsley UB7 7BQ
Charity registration number 1045991, Company Limited by guarantee, Registered number 3028957 England



HILLINGDON AND EALING CITIZENS ADVICE

JOB DESCRIPTION

Designation:	Advice Services Manager
Salary Scale:	PO1/PO2 pt 36 - 38 (+ Outer London Weighting)
Hours of Work:	36 (full-time) or pro rata for 28 hours+ per week
Reporting to:	Director
Duration:	Permanent (subject to continued funding)

PURPOSE OF JOB:

- To supervise and co-ordinate delivery of high quality advice, information and financial capability services.
- To supervise core service and project staff as required.
- To participate in strategic planning and management processes.
- As a member of the management team, to contribute to the overall direction of the service and the development of new services.
- To account to the Director for carrying out the activities listed below and to deputise for the Director as and when required.

Main Duties and Responsibilities

1. Quality of Advice/Service Delivery

- 1.1 Supervise the work of Advice Session Supervisors to ensure that standards of work by advisers, gateway assessors, reception staff and trainees meet Citizens Advice requirements.
- 1.2 Monitor the quality of advice given to clients by regular reviews of case checking and file review undertaken by the Advice Session Supervisors.
- 1.3 Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- 1.4 Ensure an agreed service delivery and adequate cover from available staff.
- 1.5 Maintain standards of service delivery, by:
evaluating their effectiveness; developing new methods of service delivery;
and consulting with staff, service users and others.
- 1.6 Co-ordinate response to advice needs, in particular the needs of disadvantaged groups in the different geographical and demographical areas of the borough of Hillingdon.

- 1.7 Implement complaints procedures in accordance with HECA/Citizens Advice guidelines.
- 1.8 Provide technical casework support and act as consultant to the ASS staff / advisers as and when needed.

2. Responsibility for Bureaux/Projects

- 2.1 Responsible for ensuring all service areas meet their performance targets.
- 2.2 Responsible for ensuring preparation of acceptable reports for project funders, including accurate statistics and their analysis.
- 2.3 Responsible for ensuring efficiency and effectiveness of gateway assessment and appointment systems, services to the public by the projects and the core service (including bureaux and telephone advice line).
- 2.4 Responsible for ensuring information services are up to date throughout the service and able to meet the identified needs of diverse client groups.
- 2.5 Responsible for development and delivery of financial capability (money management) services and training activities.
- 2.6 Responsible for implementation of data protection and information assurance policies as they apply to bureaux and projects.
- 2.7 Advise the Director on staffing and service delivery issues in a timely manner and assist the Director with preparation of reports on the service/projects as required.

3. Staff Management

- 3.1 Organise regular meetings with the supervisory team in order to:
 - a. develop improved and common practices and procedures;
 - b. co-ordinate staffing, resources and service delivery; and
 - c. delegate, monitor and evaluate work.
- 3.2 Organise, and chair as necessary, regular meetings of staff and volunteers, encouraging good teamwork and communication between all members of staff.
- 3.3 Line manage Advice Session Supervisors and other designated staff through the provision of regular one-one sessions, probationary and annual reviews.
- 3.4 In accordance with Citizens Advice guidance assist the Director in developing and implementing up to date employment policies and procedures.
- 3.5 Co-ordinate the recruitment and selection process of staff and volunteers, ensuring fairness in outcomes and chairing interview panels as necessary.
- 3.6 Oversee the Training Supervisor aspect of the Advice Session Supervisors work and ensure that new recruits are successfully inducted and receive the appropriate training.

4. Planning and Development

- 4.1 In conjunction with the Director, develop, implement and monitor the business and development plan as required by the Citizens Advice Membership Scheme.
- 4.2 Translate organisational objectives into team and individual work plans with clear and realistic targets.
- 4.3 Maintain an awareness of legislative changes, social trends and local needs likely to affect demand for advice and opportunities for service development.
- 4.4 Maintain an awareness of IT and other technological developments that may enable greater efficiency and new service developments.
- 4.5 Ensure that changes and planned developments of the service promote equality of opportunity and access to clients.

5. Training and Professional Development

- 5.1 Keep informed of all relevant new and changing legislation and social policy.
- 5.2 Keep informed and promote the use of new technology and information and communication systems (ICT) in line with HECA/Citizens Advice IT strategy.
- 5.3 Identify the training needs of designated staff through support and supervision.
- 5.4 Identify and implement own training and development needs as agreed with the Director in accordance with service priorities.
- 5.5 Organise and contribute to training activities in conjunction, as appropriate, with the Advice Session Supervisors and other staff as appropriate.
- 5.6 Develop/update the organisation's annual Training and Development Plan with reference to the Strategic Business Plan and Citizens Advice standards.
- 5.7 Regularly evaluate staff training and development needs and ensure that each member of staff has a training and development plan.

6. Service Development and Securing Resources

- 6.1 Contribute to the development of future services, maintaining an awareness of new initiatives, pilots and best practise across the CAB service.
- 6.2 Research and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.
- 6.3 Identify potential funding opportunities consistent with the aims and objectives of the organisation and apply for funding as agreed by the Director.

6.4 Negotiate and review all grants and service agreements in consultation with the Director, ensuring that existing services are adequately resourced, commitments met and appropriate grant applications are made.

6.5 Maintain appropriate relations with funders, fulfilling all reporting requirements and ensuring compliance with Service Level Agreements and contracts.

7. Public Relations and Networking

7.1 Promote and protect the aims, principles, policies, interests and reputation of the CAB service locally and nationally and ensure that the organisation has a positive profile at all times.

7.2 Develop and oversee distribution of appropriate publicity including regular CAB presence at public events, seminars, conferences and Forums, effective relations with community organisations, local media and mailings.

7.3 Develop effective relations with appropriate authorities, agencies, organisations and individuals at local and national levels, including councillors, MPs, MEPs and local and national statutory and non-statutory organisations.

7.4 Liaise with Citizens Advice and contribute to its work at regional and national levels where appropriate.

7.5 Ensure adequate training and preparedness of staff working in a variety of roles to participate in media work and networking.

7.6 Represent HECA and attend meetings as appropriate within HECA, Citizens Advice and other organisations, including evenings and at weekends if required.

8. Social Policy

8.1 Promote, co-ordinate and develop social policy work in line with the social policy requirements of the Membership Scheme.

8.2 Ensure that social policy work is recorded, monitored and meets targets and that accurate statistical information, including trends, is provided regularly.

8.3 Ensure a high profile for the social policy concerns of clients.

8.4 Undertake social policy work, including participation in local/partnership social policy action as appropriate.

9. Administration

9.1 Oversee effective and efficient administrative systems as required, ensuring that accurate information and statistics are available as required.

- 9.2 Maintain and disburse petty cash following HECA procedures and ensure accurate expenses claims forms are submitted monthly to the Area Support Office.
- 9.3 Report to the Director and the IT, Finance and Admin Manager as appropriate on administrative matters and contribute to decisions on the proper allocation of resources.

Policies of the CAB Service:

The post-holder must have due regard in the planning and execution of their duties at all times to the aims, principles and policies of HECA and Citizens Advice (NACAB).

Other Duties and responsibilities

Ensure implementation of health and safety policy and procedures with regard to staff, equipment and premises, reporting matters to the Director/Chair of Health and Safety Working Group/premises manager as appropriate.

In addition to the tasks outlined above, the post-holder will be required to carry out any other related tasks appropriate to the post as required by the Director to ensure the effective delivery and development of the service and to deputise for the Director as and when required.

Special Features (as required):

The post-holder may be required to work from any of the service outlets and the Area Support Office.

HILLINGDON & EALING CITIZENS ADVICE

ADVICE SERVICES MANAGER

PERSON SPECIFICATION

No specific educational or professional qualifications are needed for this post. However, you will need to show how you meet the following essential requirements. Short-listing for interview is based on the information you provide against each of these criteria.

1. Work experience

Ideally you will have significant and recent experience in the advice sector of:

- 1.1 Leading and motivating a team across several sites, prioritising effectively, handling pressure and taking day-to-day decisions on the running of services.
- 1.2 Monitoring and maintaining service delivery against agreed targets, including managing a diverse range of different projects.
- 1.3 Identifying and developing ideas and opportunities, seeking funders and partner agencies and establishing new services.
- 1.4 Supervising and enabling staff (including supervisors, advisers and volunteers) to provide high quality advice and information to the public.
- 1.5 Staff supervision, including recruitment, induction, training, development, line management (including disciplinary and grievance procedures) and appraisals.

2. Skills/abilities

You must have the following skills/abilities:

- 2.1 Ability to monitor case checking, ensure a high quality of advice and customer service, improve casework systems and overall efficiency of services.
- 2.2 Ability to contribute to strategic development and resource plans, particularly in the areas of service and staff development and the management of change.
- 2.3 Ability to influence positively and earn and maintain the trust of those people with whom the bureau deals, especially potential and existing stakeholders.
- 2.4 Excellent communication skills, including the ability to communicate effectively in person and in writing with individuals and with organisations, and to research and interpret complex information and produce high quality clear written reports.
- 2.5 Ability to undertake fundraising, networking and marketing activities.
- 2.6 Ability to apply knowledge of human resource management including recruitment, training and development, and motivation, particularly in the voluntary sector.

- 2.7 Good interpersonal skills including the ability to motivate staff and volunteers, including through times of internal change and external pressures.
- 2.8 Willingness to learn and develop and ability to be a mentor to supervisors in giving and receiving feedback objectively and challenging constructively.
- 2.9 Understanding of the voluntary sector and, in particular, knowledge of the strategic and policy environment in which the advice sector operates.
- 2.10 Broad understanding of local government and the administration of public and legal services, including an understanding of commissioning.
- 2.11 Understanding of equalities and diversity and the legal and Citizens Advice requirements relating to service delivery and recruitment of staff and volunteers.
- 2.12 Ability to keep up to date with ICT developments in the advice sector and identify potential for new services and more efficient ways of working.

3. Policies of the CAB Service

- 3.1 Demonstrate understanding of and support for the aims, principles and equal opportunities policies of Citizens Advice and the HECA service.

Notes for applicants on completing the application form

- The form should be completed in black pen or typed. This will make photocopying easier.
- Please do not send in your CV. It will not be considered if you do.
- One of your referees should be your present or most recent employer. If you have not been employed or have been out of employment for a long time, please give the name of someone who knows you sufficiently well to confirm the information you have given and to comment on your ability to do the job. This should not be a relative or purely personal friend.
- The enclosed person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.
- In **Section 3 'Reasons for Applying'**, to assist the selection panel, please ensure you take **each point** of the person specification in turn and give specific (numbered) information that demonstrates how you have the skills and abilities needed for this post, giving examples of your relevant skills, abilities and experience.
- The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided in **Section 3 'Reasons for Applying'** to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.
- If you are shortlisted for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.

HILLINGDON & EALING CITIZENS ADVICE



Note: Please complete this form in **black ink**, to enable clear photocopying

APPLICATION FOR APPOINTMENT

Please specify post : _____

Surname: _____

First Names: _____

Home Address: _____

Tel Home: _____

Tel Work: _____

E-mail: _____

May we contact you at work? Yes/No

REFERENCES

Please give below the names and addresses of two referees.

First Referee

(current or most recent employer)

Name.....

Position Held.....

Address.....

.....

.....

.....

Tel. no.

E-mail:

Second Referee

Name.....

Position Held.....

Address.....

.....

.....

.....

Tel. no.

E-mail:

If you are shortlisted, may we take up your references before interview? Yes/No

NOTICE

If applicable, what period of notice are you required to give?

Your completed application and/or any enquiries relating to your application should be addressed to:

**Hillingdon & Ealing Citizens Advice, Area Support Office,
Key House, 106 High Street, Yiewsley, Middx UB7 7BQ (Tel: 01895 422479)**

Please mark any correspondence 'Private and Confidential'.

1. Relevant Paid and/or Unpaid Work Experience

This may include your current/previous employment (including job training schemes), school placements, voluntary work, community activities and life experiences (continue on a separate sheet if necessary). Please put in date order, starting with the most recent.

Dates From To	Employment/Voluntary Work etc. (give full name of organisation and your job title)

2. Education and Training

Please list your education and training (including short courses). Continue on a separate sheet if necessary.

Dates From To	Nature of Course / Qualifications Gained

3. Reasons for Applying

Give reasons for applying for this job demonstrating how you meet each of the criteria listed in the **person specification**, giving examples of your relevant skills, abilities and experience.

Taking **each point** of the person specification in turn, please give specific information that demonstrates how you have the skills and abilities needed for this post.

Any additional information which you wish to provide should be limited to no more than two sides of A4 paper.

4. Miscellaneous

Do you hold a current full driving licence? YES/NO

Do you speak any languages in addition to English?
(please list) _____

Have you been interviewed and tested for a post with HECA previously? YES/NO
If yes, in which year and month?

Are you entitled to work in the UK? YES/NO

How did you learn of this vacancy? _____

Criminal convictions

Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974? YES/NO

If 'yes' please provide details of the offence and the date of conviction.

Please note: the Citizens Advice service requires that all staff who have direct access to clients, where any part of the work is primarily targeted at legally defined vulnerable adults or children, have their criminal records checked. However, the Citizens Advice service is committed to the promotion and delivery of equal opportunities to staff and so has a policy to ensure ex-offenders are not discriminated against.

All offences, other than sexual crimes against a child or vulnerable adult, will be treated on an individual basis taking into account issues such as the risk to the client, the circumstances of the offence (e.g. what it was, is it relevant to role, how long ago it was) and the reputation of and risk to the bureau.

Data Protection Act 1998

As part of the recruitment procedure we may collect and store sensitive personal data about you. We are required by law to obtain your consent to such data being recorded. It is our policy to store data relating to recruitment procedures for 18 months after the date on which it is submitted, for internal auditing purposes. Any information of this nature will be treated confidentially.

Sensitive personal data is defined as information relating to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

For the purposes of the Act the Data Controller is Hillingdon and Ealing Citizens Advice Ltd.

DECLARATION

I declare the information given on this form is correct to the best of my knowledge and acknowledge that by signing this form I give my consent to sensitive personal information being recorded and stored by HECA Ltd.

Signature: _____ Date: _____

Equal Opportunities



The CAB service is committed to equal opportunities for all.

Hillingdon and Ealing Citizens Advice is fully committed to the Service's Equal Opportunity policies. These cover all aspects of the Service, including the way it is provided, the ways people can gain access to it and the way we employ people to work within it.

With regard to recruitment, we aim to ensure that no applicant receives less favourable treatment than another on the grounds of race, sex, disability, HIV/AIDS, sexuality, class, age or any other unfair criterion.

Our recruitment procedures are designed to ensure that all job applicants are considered solely on the basis of their aptitudes and abilities in relation to the requirements of the job.

This includes shortlisting without reference to personal details. We would, however, request you to complete our equal opportunities monitoring form.

The purpose of this statement is to make clear Hillingdon and Ealing Citizens Advice' commitment to the principles of Equal Opportunities and to assure all applicants that their application will be dealt with fairly. Hillingdon and Ealing Citizens Advice is committed to taking positive action to implement equal opportunities for people facing discrimination and to ensuring that its workforce is representative of the whole community.

HILLINGDON & EALING CITIZENS ADVICE

EQUAL OPPORTUNITIES MONITORING INFORMATION

THIS FORM WILL NOT BE SEEN BY THE SHORTLISTING/INTERVIEWING PANEL.

The CAB Service aims to provide equal opportunities and fair treatment for all people applying to be bureau workers, regardless of race, sex, disability or whether they are lesbians or gay men.

The Service is also committed to ensuring that bureau workers reflect the community that they serve. In order to monitor the effectiveness of the Equal Opportunities Policies, we would be grateful if you would complete this monitoring form.

We assure you that:

- The information provided will not be seen by the shortlisting/interviewing panel or form the basis of any part of recruitment and selection.
- The information from the application form is confidential and will only be used for statistics.
- Should you choose not to complete this section, this will not affect your application.

DATA PROTECTION ACT 1998

As part of the recruitment procedure we may collect and store sensitive personal data about you. We are required by law to obtain your consent to such data being recorded. It is our policy to store data relating to recruitment procedures for up to a year after the date on which it is submitted. Any information of this nature will be treated confidentially.

Sensitive personal data is defined as information relating to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, offences and/or convictions.

For the purpose of the Act the Data Controller is Hillingdon and Ealing Citizens Advice Ltd.

I declare the information given on this form is correct to the best of my knowledge and acknowledge that by signing this form I have given consent to sensitive personal information being recorded and stored.

Signature.....**Date**.....

(Continued Overleaf)

Equal Opportunities Monitoring Form

Confidential

Please return this with your application form. It will be separated from your application before short-listing. The selection panel will not see this form, which will be used for monitoring purposes only.

Post applied for _____

Surname/family name _____

First name(s) _____

Gender **Female** **Male**

Age _____

Ethnic Group

Please indicate which ethnic group you belong to:

White	Mixed	Asian or Asian British	Black or Black British	Gypsy / traveller	Chinese or Other Ethnic Group
British <input type="checkbox"/> Irish <input type="checkbox"/> Other White <input type="checkbox"/>	White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Mixed British <input type="checkbox"/> Other Mixed <input type="checkbox"/>	Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other Asian <input type="checkbox"/>	Black Caribbean <input type="checkbox"/> Black African <input type="checkbox"/> Other Black <input type="checkbox"/>	Gypsy / traveller <input type="checkbox"/>	Chinese <input type="checkbox"/> Other Ethnic Group <input type="checkbox"/>

Disability

Do you have a disability? Yes No

THE AIMS OF THE SERVICE

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination. The service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

EQUAL OPPORTUNITIES

The Equality Act 2010 harmonises and strengthens and replaces most previous equality legislation. The following legislation is still relevant:

- The Human Rights Act 1998
- The Work and Families Act 2006
- Employment Equal Treatment Framework Directive 2000 (as amended).

As an employer, HECA will treat all employees and job applicants equally and fairly and not unlawfully discriminate against them.

We recognise the benefits of a diverse workforce and will take steps to ensure that:

- we endeavour to recruit from the widest pool of qualified candidates practicable
- employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit
- where appropriate, positive action measures are taken to attract applicants from sections of society that are under-represented in the workforce
- selection criteria and processes do not unlawfully discriminate
- where appropriate lawful exemption (genuine occupation requirements) will be used to recruit suitable staff to meet the special needs of particular groups
- any third parties acting for HECA in respect of employment are made aware of the requirements not to discriminate and to act accordingly.

HECA will treat seriously all complaints of unlawful discrimination on any forbidden grounds made by employees, volunteers, clients or other third parties and will take action where appropriate.

HECA will record and monitor information about staff and volunteers, including trustees, on the basis of age, gender, ethnicity and disability.

Where it is possible to do so, and where doing so will not cause offence or discomfort to those whom it is intended to protect, we will monitor the sexual orientation and religion or belief of staff so as to ensure they are not being discriminated against in terms of the opportunities or benefits available to them.

We will store equal opportunities data as confidential personal data and restrict access to this information. Equal opportunities information will be used exclusively for the purposes of equal opportunities monitoring.