



# Head of Advice Services

## Job pack

Thanks for your interest in working at Citizens Advice Hammersmith & Fulham. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Overview of national Citizens Advice
- Overview of Citizens Advice Hammersmith & Fulham
- Our vision, aims and values
- The role profile and personal specification
- How to Apply
- Terms and conditions



# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members (of which Citizens Advice Hammersmith is one)

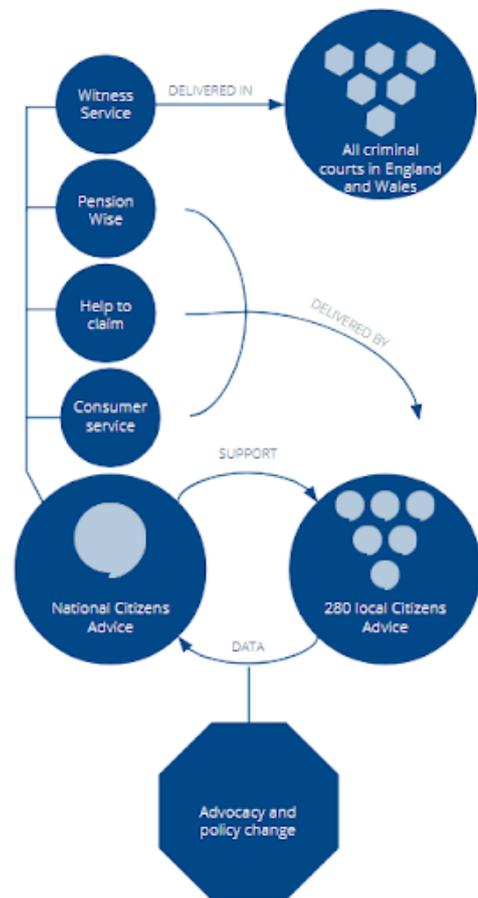
This role sits within our network of independent charities that deliver services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Citizens Advice Hammersmith & Fulham works

CAHF is a flagship service, recognised nationally for its innovative approach, its award-winning performance, its strong volunteering programme, and exceptional partnership working. We place our clients at the centre of everything that we do and take a community centred approach to ensure that we are meeting need where it arises.

Our strategies focus heavily on eliminating need as far as possible by taking a preventative approach and empowering communities to take back control of their lives and build independence and resilience. Where we provide interventions to help, we do so by providing services that build capacity and strengthen communities. We develop our own ability to deliver wide ranging and effective services through collaboration and partnership working, drawing on skills and experience to ensure that our clients receive the best possible outcomes.

Whilst we are extremely proud and pleased with our achievements, we remain focussed on the growing demand for our services and ensuring services are strengthened and remain robust to meet the changing needs of our clients. CAHF's current focus is to ensure that those with the greatest need are able to access our services and to achieve this by becoming embedded within the community.

We are the only Citizens Advice in the country to hold a ten-year funding contract with the Local Authority to deliver 4 key service contracts that include:

1. Our generalist Advice Service
2. The library service at Avonmore Library
3. Our advice at foodbanks project
4. Our ROOF project that focusses on homelessness prevention

We are currently in Year 3 of this funding arrangement.

We are also the only Citizens Advice in the country to deliver a library service on behalf of a Local Authority using our volunteer model. We have won multiple awards for our innovative ways of working, including the following national Citizens Advice awards:

- Volunteer of the Year 2021
- Team of the Year 2020
- Transformation of Advice 2019
- Access for All 2015
- Financial Skills for Life 2014



# Our vision, aims and values

## Our Vision

*“Advice on its own is not always enough for clients or for us as a service. We will develop new ways of helping and supporting our clients to achieve better, more sustainable outcomes”.*

## Our Aims

Citizens Advice Hammersmith & Fulham shares the over-arching aims, values and principles of Citizens Advice to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that improve peoples’ lives

At the centre of all of Citizens Advice Hammersmith & Fulham’s strategies are its 3 key aims:

1. **To achieve Excellence** – in everything that we do, locally and nationally
2. **To embrace Innovation** –to deliver an even more effective and sustainable service
3. **To demonstrate our Impact** – to show the positive change we make socially, economically and to health and well-being

## Our Principles and Values

As a member of the Citizens Advice Service, CAHF provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We are committed to put equality and equity at the heart of everything that we do, with the overarching aim to improve access, ensure inclusive service delivery and preserve intensified support for those who need it and promote an inclusive working environment for our workforce. Our core values and principles sit at heart of every strategic decision to reflect our aim to be a strong equality champion through our roles as advisor, campaigner, employer, employee, and partner.



# Job Description

<b>Job title:</b>	Head of Advice Services
<b>Responsible to:</b>	CEO
<b>Duration:</b>	Permanent
<b>Location:</b>	Hammersmith & Fulham
<b>Working hours:</b>	37.5 hours
<b>Salary</b>	£40,000 - £45,000 (dependent on experience)

## Role overview

You will be responsible for the leadership, management, and development of CAHF's core generalist advice service, leading diverse teams to deliver a variety of high-quality advice services for a diverse community of clients. In this role, you will inspire an organisational culture that enables colleagues to achieve a consistent, high-quality outcomes across all services based on a values-driven model of client support. You will need to have excellent people skills and management skills, be able to work in a Senior Management Team, be highly collaborative and able to work flexibly in what can be a fast changing, fast paced and highly challenging environment. Ability to work in a target driven and technical environment is key to this role.

## Role Requirements

### Service management and development

- Lead and deliver effective management of client-centred services that put individuals at the heart of services with a focus on high quality
- Deliver on business plan objectives
- Show visible leadership across the organisation to ensure teams understand the vision, so that a cohesive culture is achieved, and behaviours aligned with our values and culture are consistently applied
- maintain an overview of the generalist advice service, aligning operational performance with the strategic vision, to which you will also contribute.
- understand the links between our various work streams and projects and quickly identify priority risks and opportunities.
- maintain full knowledge and understanding of our contract with the Local Authority and KPIs, monitoring performance against these, and pre-empting and addressing issues before they arise.
- use data and information from a variety of sources, including our extensive CRM system and quality monitoring, to create evidence-based service development/improvement plans and supporting processes that ensure service and commercial excellence to better meet demand and our clients' needs.

- Coordinate activities, procedures, and systems to promote common policies and/or practices within the appropriate service delivery area.
- Support the strategic development of the organisation to ensure its management and services to clients reflect and support the Citizens Advice service's equality and diversity strategy.

## **Compliance**

- Maintain and develop standards of service delivery and monitor the quality of advice delivered to clients.
- Compliance with relevant regulatory frameworks, including the Advice Quality Standard, Financial Conduct Authority requirements, Citizens Advice national requirements, the General Data Protection Regulation.
- You will also be the Accounting Officer
- Ensure that all contractual/funder obligations are met within time and budget
- Provide technical support, act as a consultant, and supervise the work of designated staff to ensure that standards meet Citizens Advice guidelines. Advise Chief Officer on all staffing and service delivery issues.
- Support the strategic development of the organisation to ensure its management and services to clients reflect and support the CAHF's EDI strategy.
- Oversight of all client complaints to ensure continuous improvement in the delivery of advice services.

## **People Management**

- Meet or exceed all key performance targets for commissioned and grant-funded services through proactive monitoring and project management
- Ensure the effective performance management and development of supervision staff through regular supervision sessions, appraisals and learning and development in line with CAHF's Performance Development and Behaviour Framework
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate.
- Ensure that the service area is adequately staffed and resourced, encourage good teamwork and lines of communication between all members of staff.
- Ensure and support recruitment and induction of new staff as appropriate.

## **Learning & Development**

- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.
- Review and develop all policies, procedures, and guidance in relation to frontline client services, ensuring they are relevant and fit for purpose, encompassing all client needs
- Conduct regular evaluation and analysis of services to improve inclusivity of the service offer, ensuring services remain agile and adaptable to the needs of clients and that any new services are planned and delivered effectively

## **Reporting & Monitoring**

- Attend Senior Management Team meetings to report on projects
- Provide reports for the Board of Trustees and Funders as required reporting on performance against KPIs
- Contribute to budgeting and financial planning, managing, and monitoring budgets identified by the Head of Finance
- Contribute to the wider strategy discussions, working with the SMT and Trustee Board
- Ensure that teams are able to work with our CRM systems effectively to track our progress and impact
- Produce reports to support service development and demonstrate impact

## **External Relations**

- Develop and maintain relations with external partners as required
- Proactively manage and maintain strategic relationships and partnerships in relation to services to ensure that CAHF is seen as an expert in its field, which in turn lead to potential opportunities
- Represent CAHF as an ambassador at events and build and maintain networks with all relevant stakeholders

## **IT**

- Provide leadership on IT procurement and implementation, working with SMT to ensure IT systems are fit for purpose
- Monitoring IT infrastructure to ensure compliance with Citizens Advice, GDPR and Cyber essential requirements
- Liaise with CAHF IT providers to address major IT issues and ensure these are resolved within a timely period
- Accept and abide by the terms of the Organisation's Acceptable Use of IT policy and other associated policies.
- Comply with Data protection guidance including GDPR for processing and controlling data.
- Use MS Office software and other programs as required for the performance of the role.

## **Research and Campaigns**

- Galvanise project workers to support CAHF research and campaigns work through various channels, including case studies, data collection and client consent

## **GDPR**

- Put in place Data mapping process for projects

- Establish Data sharing agreement when required with partners and funders as required
- Ensure staff are fully compliant with the Consent requirement for client work

### **Administration**

- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary, and commercial organisations, professional bodies and institutions.
- Oversee and monitor effective and efficient administrative systems.
- Attend meetings of the organisations trustee board as required.
- Ensure that detailed records for the purposes for information retrieval, statistical monitoring and report preparation are maintained and developed
- Devise and produce comprehensive, analytical, and developmental oral and written reports on the work of the service as required.
- Be self-servicing, typing, and using computers and other office equipment.
- Take responsibility for health and safety issues as required in line with current regulations and good practice



# Person specification

## Essential Criteria

### Knowledge & Experience

- Proven experience of managing a large advice service in the voluntary sector
- Significant performance management experience including management of different teams across multiple sites, including paid staff and volunteers
- Good knowledge and understanding of issues in delivering an advice service in highly competitive, target driven environment
- Track record of leading, engaging and motivating colleagues through change or new service delivery
- Track record of developing policies and procedures and improving quality, performance and ensuring continuous improvement
- Practical experience of managing risk, contractual and regulatory performance
- Experience of dealing with complaints and conflict resolution
- Technical experience of IT systems used to support the delivery of advice services, including the resolution of any issues.

### Skills & Ability

- Strong management and leadership skills with the ability to enthuse, motivate and inspire results
- Advocacy skills, ability to defuse problems quickly, to challenge and debate issues of importance to the organisation
- Developed time management and prioritisation skills
- Ability to think strategically and to communicate the strategic vision at all levels
- Skilled user of IT systems with the ability to prepare reports, spreadsheets, and presentations
- Proven ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
- Proven ability to monitor and maintain casework systems and procedures, service delivery against agreed targets and analyse and interpret complex information produce and present reports verbally and in writing.
- Ability to work with multiple stakeholders, including external suppliers to address issues, develop the service, increase engagement, etc

### Approach

- Positive and enabling attitude
- Emotional intelligence, resilience, and initiative
- Personal drive, energy, integrity, adaptability, and responsibility
- Self-motivated, innovative, and pro-active

- Highly organised, solution-focused, and self-motivated
- Comfortable working to targets and deadlines
- Comfortable in a multi-faceted environment
- Collaborative management style
- High comfort level working in a diverse environment
- Willing to work flexibly and develop the role to best meet the needs of a growing organisation

### **Desirable Criteria**

- Experience of working within the Citizens Advice network
- Advanced knowledge of IT systems

*This job description will be reviewed regularly as part of individual an organisational development, performance review and may be a subject to variation.*

***Please note that this role will be subject to DBS check***



## **What we give our staff**

- Pension 3% employer contribution
- 25 days annual leave plus Bank Holiday
- Continual Performance management and training
- Hybrid working on completion of probationary period, with agreed remote working day



## **Terms and conditions**

### **Duties required of all salaried employees of CAHF**

- Undertake any other reasonable duties as required by the post
- Exercise duties in accordance with CAHF core values, and the aims and principles of the Citizens Advice Service
- Exercise Discretion in the handling of Special Category data in accordance with statutory duties of the GDPR and CAHF's applicable policies and procedures
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Be a team player, participating and contribution to CAHF activities, and organisational development.
- Actively engage with CAHF performance management process
- Comply with all Citizens Advice information assurance guidelines

- In addition to the tasks and duties outlined in this job description to undertake such duties as may be identified and which are generally compatible with the functions of the post.

# How to Apply

Prospectus are our dedicated recruitment partners for this vacancy.

Please apply via the Prospectus website [here](#) with your CV only in the first instance, in Microsoft Word format. Following your initial application, you may be contacted by Prospectus for an informal discussion, and may be asked to provide further information to assist with the recruitment process.

**The deadline for initial CV interest is Tuesday 30<sup>th</sup> November**

**First stage interviews – 7<sup>th</sup> / 8<sup>th</sup> December**

**Second stage interviews – 13<sup>th</sup> / 14<sup>th</sup> December**

Please note, due to high volumes of interest in vacancies it may not be possible to answer all individual queries on positions prior to an application or registration.

However, if you do have any specific questions not covered in the Candidate Pack, please call Victoria Savva on 0207 4054999.

As a specialist Recruitment Practice, Prospectus are committed to building inclusive and diverse organisations, and welcome applications from all sections of the community.