



Head of Funded Services and Programmes

Hours:	Full-time 37.5 hours per week with flexible/hybrid working (after initial probationary period)
Location	Hammersmith & Fulham
Salary	£45,000 per annum
Type of Contract:	Fixed term One year from appointment (<i>extension subject to performance</i>)

Would you like to work for an organisation that makes a difference and improves lives every single day? The people who turn to us need our help to address the obstacles in their lives. You will be leading services helping some of our most vulnerable clients with complex and life changing issues. In our 85 year history, we are the busiest we have ever been and people need our help.

Citizens Advice Hammersmith and Fulham is an award-winning charity that provides free, independent, confidential and impartial advice and information. We are a modern, innovative and progressive organisation working in a diverse and vibrant community. We employ over 50 people and have around 80 volunteers who help us to deliver generalist and specialist advice, undertake campaigning, and have a thriving portfolio of projects embedded within the local community. We are a flagship Local Citizens Advice within a nationally recognised network, delivering a multi-channel service including, face to face, telephone and digital channels.

About the role

You will oversee all phases of our funded services and programmes, working at senior management level. This role will be a driver of change, leading on all our funded services and the development of CAHF Innovation Hub which aims to test and pilot ideas on a small scale. We want to continue to evolve our services with the aim of increasing the reach and the impact of our work. The ideal candidate will have experience of delivering project(s) in the Advice Sector or demonstrable transferable skills, including:

- Collaborating positively with a diverse range of internal and external stakeholders to maintain cohesive project delivery.
- Working with the Chief Officer to assess and review opportunities for securing new programmes of activities to strengthen our response to the community advice needs.

- Working with CAHF's Advice Service Managers to ensure robust line management for project staff.
- Monitoring and reporting on project performance to KPIs to required quality standards.
- Manage conflicting priorities to ensure that objectives are achieved and deadlines are met.

What we can offer you:

We value our people and can offer a supportive culture within a high performing and award winning organisation. 86% of our workforce recommend us as a place to work. We are committed to being an inclusive employer and workplace to represent the diverse communities we service. We are committed to increasing our diversity and whatever your background, we welcome your application. We offer an attractive remuneration package with excellent terms including:

- Pension scheme
- Healthy work/life balance with flexible/hybrid working
- Generous holiday entitlement starting at 25 days per year (in addition to bank holidays) and rising to 30 days with long service
- Access to mental health support helpline
- Learning, development and personal growth opportunities

To learn more about this role, book a place on a virtual session with the Chief Officer on **Friday 19th April 2024**. Email; ivy.lewis@cahf.org.uk by **Wednesday 17th April** to reserve your place.

For Job Pack and application details visit <http://cahf.org.uk/about-us/work-us/>

Closing Date: Thursday 25th April 2024 by 08.00am

Test: 1st May 2024

Interview: 2nd and 3rd May 2024

We reserve the right to close the applications earlier if suitable candidates are found, so encourage early applications.