



Advice Services Managers

HOURS:	Full and Part-time positions available
SALARY RANGE:	£35,500 (pro rata part time)
TYPE OF CONTRACT:	Fixed term 1 year from appointment with the possibility of extension subject to performance
LOCATION:	Across Citizens Advice Hammersmith & Fulham sites with the potential for some hybrid working following completion of successful probationary period.

Citizens Advice Hammersmith and Fulham is recruiting for Advice Services Managers, who will be responsible for the supervision, quality and monitoring performance of the advice and information team. This busy and varied role will rely on your ability to multi-task and bring out the best in paid and volunteer staff, to ensure the highest quality of advice across our many and varied projects. Working as part of a team with other Advice Services Managers, you will also be responsible for all aspects of risk relating to advice delivery, complaints handling, safeguarding and GDPR.

It is essential that you have the required management skills and a good understanding of the main advice enquiry areas including welfare benefits, housing, debt, and employment as well as a combination of the following attributes:

- Excellent and effective communicator
- Experience in managing and developing staff and volunteers
- Ability to manage multiple tasks and assess priority order
- Ability to research, analyse and interpret complex information
- Experience of working with colleagues to maintain a positive working and learning environment, ensuring equality and diversity principles are upheld

If you are an experienced Generalist Adviser, and don't have all the skills required, please consider applying as we are willing to consider appointing the right candidate as a training and development role.

To find out more please visit: <http://cahf.org.uk/about-us/work-us/>

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:

- Generous holiday entitlement starting at 25 days per year (in addition to bankholidays) and rising to 30 days with long service
- Learning, development and personal growth opportunities
- Mental health and Well-being support helpline

To learn more about the role please contact; wiki.phillips@cahf.org.uk by Friday 10th May 2024

We will interview on a rolling basis. We reserve the right to close the applications earlier if suitable candidates are found so encourage early applications.

Closing Date: Thursday 16th May 2024