**Operations Manager**

**Job Description**

**Employer:** Kincardine and Mearns Citizens Advice Bureau

**Job Title:** Operations Manager

**Responsible to:**  Chief Officer

**Location:** Stonehaven

**Hours per week: 28 hrs per week** (Fixed term for 12 months with continued contract dependant on future funding)

**Salary:** £29K (Pro-rata)

## Summary of Main Responsibilities:

Manage the day to day operation of the Bureau through:

* The overall supervision and co-ordination of advice sessions and casework activities in the Bureau, ensuring the bureau meets the required quality standards
* Ensuring that a quality service is provided to the people of Kincardine and Mearns by monitoring procedures and working with the manager to continually develop and maintain efficient and effective processes
* Monitoring and collating information, and identifying themes and trends which will inform social policy locally and at a national level
* Working with the session supervisor and Chief Officer to ensure that the training needs of volunteers and staff are identified and that an on-going training plan is developed and maintained
* Assist the and effectively contribute to the bureau planning process to provide a clear direction for the wider KAMCAB.

**Main Responsibilities**

**Management**

* to work in conjunction with the Chief Officer to effectively manage paid staff members of KAMCAB.

* to work with the Session Supervisor and Admin Coordinator to co-ordinate advice sessions with volunteer advisers across the service
* to work with the session supervisor to co-ordinate and prioritise the casework undertaken by staff & volunteers
* To encourage good team work and lines of communication between all members of staff and volunteers, contributing to the formulation of a robust communications strategy.
* to deputise for the Manager as and when required

**Service Delivery**

* to support the session supervisor to manage advice sessions and casework and ensure that quality standards are met
* to ensure that a quality service is provided by the Bureau
* to ensure that the Bureau’s systems are developed and maintained for case recording, statistics, follow up work and quality control

**Training and Development**

* to identify, agree with Manager and implement own training and development needs
* to liaise with the volunteer coordinator regarding training needs for volunteer advisers
* to support the Manager and Volunteer Coordinator in translating training and development needs into a practical training plan
* to work with the tutor trainer to organise and deliver, where relevant, training and development activities and help ensure training needs are met
* to work with the Chief Officer to undertake regular support and supervision sessions and annual appraisals with all staff team members

**Other Responsibilities**

* to abide by health and safety guidelines and share responsibility for own safety and that of colleagues
* to assist the Manager in the preparation of reports
* to support the Manager in the promotion of the work of the CAB both locally and nationally
* to undertake all other tasks as reasonably requested by the Manager

## Person Specification:

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| **OPERATIONS MANAGER**  | **COMPETENCIES** |

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| **EXPERIENCE** | Experience of supporting Senior Management E Experience of providing a client facing service and working with the public ETwo year’s supervisory experience within a busy office setting D Experience in staff recruitment, training and supervision EExperience in quality assurance D Experience of case management and statistical recording systems D.Experience of working towards high levels of customer satisfaction E .  |

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| **SKILLS AND****ATTRIBUTES** | Ability to work under pressure EAbility to work with little supervision EExcellent time management skills and the ability to effectively prioritise tasks EExcellent written and oral communications skills. E Ability to manage change and development EAbility to identify and resolve problems quickly and efficiently E.Ability to create and manage systems to enable the effective management of the organisation EExcellent interpersonal skills with staff, management, customers and external parties E Promotional and presentation skills, able to represent the organisation at events and meetings and publicise/market the service E Contribute to IT solutions to enable effective and efficient advice D Keen analytical skills, able to collate, review and interpret data E |

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| **VALUES AND** **ATTITUDES** | Ability to work on own initiative, prioritise work and manage pressures from both internal and external to the organisation EDependable, reliable, trustworthy and approachable ECommitment to team working approach EProven ability of working as part of a team E Support of the principle of voluntarism ENon-judgemental, supportive and inclusive EExperience of implementing Equal Opportunities Policies and practices ECommitment to equality of opportunity within CAS and its services E |

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| **KNOWLEDGE**  | Awareness of current policy issues within their field, relating to individuals in Scotland EUnderstanding of the issues that affect clients and how it affects individuals and their families DWorking knowledge of existing legislation D Knowledge of effective case management E  |