**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 E  Two year’s supervisory experience within a busy office setting D  Experience in staff recruitment, training and supervision E  Experience 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 E  Ability to work with little supervision E  Excellent time management skills and the ability to effectively prioritise tasks E  Excellent written and oral communications skills. E  Ability to manage change and development E  Ability to identify and resolve problems quickly and efficiently E.  Ability to create and manage systems to enable the effective management of the organisation E  Excellent 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 E  Dependable, reliable, trustworthy and approachable E  Commitment to team working approach E  Proven ability of working as part of a team E  Support of the principle of voluntarism E  Non-judgemental, supportive and inclusive E  Experience of implementing Equal Opportunities Policies and practices E  Commitment 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 E  Understanding of the issues that affect clients and how it affects individuals and their families D  Working knowledge of existing legislation D  Knowledge of effective case management E |