

Kincardine and Mearns Citizens Advice Bureau



Operations Manager

Job Description

Employer: Kincardine and Mearns Citizens Advice Bureau

Job Title: Operations Manager

Responsible to: Bureau Manager

Location: Stonehaven

Hours per week: 21 (Fixed term for 12 months with continued contract dependant on future funding)

Salary: £27,000 (FTE based on 35h p/w)

Summary of Main Responsibilities:

To support the Manager with the day to day operation of the Bureau through:

- The supervision and co-ordination of advice sessions and casework activities in the Bureau and 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 Volunteer Coordinator and Bureau Manager 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 Manager and effectively contribute to the bureau planning process to provide a clear direction for the wider KAMCAB.

Main Responsibilities

Management

- to line manage paid staff members of KAMCAB as agreed with the Manager
- to work with the Volunteer Coordinator and Admin Coordinator to co-ordinate advice sessions with volunteer advisers across the service

- to co-ordinate and prioritise the casework undertaken by staff
- 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 supervise advice sessions and casework and ensure that quality standards are met
- to help 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 assist in the identification of the training and development needs of paid staff and volunteer advisers
- to support the Manager and Volunteer Coordinator in translating training and development needs into a practical training plan
- To organise and deliver where relevant training and development activities and help ensure training needs are met
- To undertake regular support and supervision sessions and annual appraisals with all line managed 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:

OPERATIONS MANAGER	COMPETENCIES
QUALIFICATIONS	Educated to degree level or equivalent.
EXPERIENCE	<p>Experience of supporting Senior Management.</p> <p>Experience of providing a client facing service and working with the public.</p> <p>Two year's supervisory experience within a busy office setting.</p> <p>Experience in staff recruitment, training and supervision.</p> <p>Experience in quality assurance.</p> <p>Experience of case management and statistical recording systems.</p> <p>Experience of working towards high levels of customer satisfaction.</p>
SKILLS AND ATTRIBUTES	<p>Excellent written and oral communications skills.</p> <p>Ability to identify and resolve problems quickly and efficiently.</p> <p>Ability to create and manage systems to enable the effective management of the organisation.</p> <p>Excellent interpersonal skills with staff, management, customers and external parties.</p> <p>Promotional and presentation skills, able to represent the organisation at events and meetings and publicise/market the service.</p> <p>Contribute to IT solutions to enable effective and efficient advice.</p> <p>Ability to work under pressure.</p> <p>Keen analytical skills, able to collate, review and interpret data.</p> <p>Ability to manage change and development.</p>

<p>VALUES AND ATTITUDES</p>	<p>Ability to work on own initiative, prioritise work and manage pressures from both internal and external to the organisation.</p> <p>Dependable, reliable, trustworthy and approachable.</p> <p>Commitment to team working approach.</p> <p>Proven ability of working as part of a team.</p> <p>Support of the principle of voluntarism.</p> <p>Non-judgemental, supportive and inclusive.</p> <p>Experience of implementing Equal Opportunities Policies and practices.</p> <p>Commitment to equality of opportunity within CAS and its services.</p>
<p>KNOWLEDGE</p>	<p>Awareness of current policy issues within their field, relating to individuals in Scotland.</p> <p>Understanding of the issues that affect clients and how it affects individuals and their families.</p> <p>Working knowledge of existing legislation.</p> <p>Knowledge of effective case management.</p>