



## **Role Description: Projects & Services Manager**

<b>Hours:</b>	<b>37.5pw</b>
<b>Working Pattern:</b>	<b>Mon- Fri 9am - 5pm</b>
<b>Salary:</b>	<b>£30,000</b>
<b>Holiday:</b>	<b>30 days (plus bank holidays)</b>
<b>Responsible To:</b>	<b>Chief Executive</b>
<b>Closing date:</b>	<b>Thu 14 January 2021</b>
<b>Interviews:</b>	<b>Week commencing 18 Jan</b>

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*During the pandemic Citizens Advice Rotherham has moved to a predominantly home working model, with some staff working in the office to meet service delivery needs or for their personal welfare. Going forward this is a model we anticipate continuing with, therefore this role will be expected to work flexibly, with home working possible some of the time but also a requirement to be in the office or out visiting partners or projects depending on need.*

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### **Purpose of Post**

Responsible for the strategic oversight of our funded projects and services, monitoring partner relationships, service delivery management and staffing of all our current projects (as below), plus any new projects or services, as agreed by the business management team that this post is part of.

- Healthwatch service
- Macmillan Advocacy project
- Universal Support Help to Claim service
- Flood Victims support project
- Scam awareness project
- Energy Project
- Immigration service
- Making your money go further (in partnership with Rotherfed) project

Ensure both client and partner / funder needs are met and that the projects are delivered to the required standards. Maintain strong relationships with partners / funders and adapt the service delivery where necessary to meet their needs. Work with Partnerships & Development Manager and Training Manager to ensure all project staff receive relevant training. Manage project delivery managers and staff and ensure that supervision and support is provided in line with CARD ( Citizens Advice Rotherham & District) policies and procedures, to all paid and unpaid project staff, plus assist in any recruitment for project staff.

Account to the CEO for carrying out the activities listed below:

### **1. Service Delivery**

- Responsible for ensuring the timely and complete delivery of all projects and services within the post's remit against the agreed milestones and timelines.
- Flagging up early any potential under delivery and taking all possible steps to address any such issue.
- Ensuring all projects and services are fully resourced by staff with the appropriate skills & experience
- Supervise the work of designated staff to ensure that standards meet Citizens Advice requirements.
- Ensure that the quality of advice given to clients, as measured against Citizens Advice Membership Requirements, is regularly monitored and timely feedback is given to staff and volunteers.
- Develop and maintain quality, consistency and ambition of service delivery, by:
  - (a) evaluating their effectiveness;
  - (b) consulting with staff, user groups and others.
  - (c) developing new methods of service delivery
- Ensure that appropriate systems are maintained for case recording, statistics, follow up work and quality control.
- Assist in the delivery of projects where needed.
- Assist the CEO in ensuring that projects comply with the Citizens Advice Membership Scheme.
- Provide regular updates and written reports on all projects for the CEO.

### **2. Staff Management**

- Line manage staff through the provision of regular support and supervision, annual PDR's and training.
- Identify any training and development needs and share with PDM.
- Ensure that projects are adequately staffed and resourced.
- Encourage good teamwork and lines of communication.
- Participate in the recruitment and selection process of staff.
- Ensure that new project staff are successfully inducted and receive the appropriate training.

### **3. Administration**

- Oversee and monitor effective and efficient administrative systems.
- Working in partnership with the Finance & Resources Manager, keep an overview of project income and expenditure and ensure that all projects positively contribute to the P&L.
- Ensure all work is carried out in line with our Citizens Advice membership agreement and audit requirements.
- Working in partnership with the Finance & Resources Manager, monitor an effective health and safety policy with regard to project staff, equipment and premises within statutory requirements.
- Ensure safeguarding systems are in place and risk assessments carried out as necessary.
- Maintain complaints procedures in accordance with Citizens Advice guidelines.

### **4. Planning and Development**

- Attend regular meetings of both Business Management and Service Delivery Management teams in order to:
  - (a) develop common practices and procedures;
  - (b) consider staffing, resource and funding issues; and
  - (c) delegate, monitor and evaluate work.
- Support the CEO and/or Partnership and Development Manager in bid writing, attending meetings and events as and when requested.
- Participate in CARD initiatives as appropriate and contribute to the work of the CARD Business Management Team and also external project related committees and working parties.

## **5. Board of Directors**

- Attend meetings of the Board of Directors as required.
- Contribute to the preparation of the Annual Report.

## **6. Research & Campaigning**

- Working with the CARD Research and Campaigns lead, oversee the development of Research and Campaigns across all projects.

## **7. General**

- Promote the aims, values, policies, membership requirements and equal opportunities policies of the Citizens Advice service.
  - Carry out any other related tasks as required by the CEO to ensure effective projects service provision.
  - Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
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## **Person Specification**

1. Understand, empathise with and be committed to Citizens Advice Aims, Principles and Policies and our Values of Generous, Responsible and Innovative.
2. Minimum of 2 years Project/service management experience.
3. Demonstrate excellent attention to detail.
4. Have excellent written and verbal communication skills and be able to adapt communication style to suit a range of situations.
5. Experience of monitoring and maintaining service delivery against agreed targets.
6. Experience of staff management including knowledge of recruitment, training, development and motivation.
7. Ability to think strategically, diagnose problems and recommend solutions.
8. Experience of working in a high pressure environment, managing competing demands while being able to prioritise effectively.
9. Ability to work on own initiative, meet deadlines, within established procedures and guidelines.
10. Display a positive can-do attitude and demonstrate positive and professional leadership.
11. Have experience of preparing written reports and correspondence.
12. Ability to monitor and maintain casework systems and procedures.

**Application form and information about the service is downloadable from the website**