



Job Title: Operations Manager

- ✓ Salary: £33,000 (pro rata to hours worked)
- ✓ Hours: 22.5 hours per week
- ✓ Type: Permanent contract
- ✓ Location: Dorking and Leatherhead (remote working considered for the right candidate)
- ✓ Closing Date: **Friday 24 May 2024 at midday**

This is an exciting opportunity to join our senior management team as an Operations Manager. This role offers 3 days employment per week. The Operations Manager is an internally focused role that ensures the advertised service is delivered. You will be part of the senior management team ensuring the smooth and efficient running of a high quality advice service, including overall management of the advice session supervisors and volunteer team.

Why join us?

There's never been a more important time to work for Citizens Advice. As day to day living costs continue to remain high, many are struggling to make ends meet, and we're experiencing record-breaking demand for our services.

We give people the knowledge and confidence they need to find their way forward – whoever they are and whatever their problem. For everyone, for 85 years.

We are seeking someone who is passionate about giving an effective service to everyone and who is not afraid to drive change and improvement. You will need to demonstrate that you are a strong team player, with an eye for detail, and have great people skills. You will thrive in a busy environment and have a positive 'can do' attitude.

You will also be passionate about helping others to reach their full potential, contributing to their development, and seeing them thrive. You will have excellent communication skills and the ability to supervise, motivate and manage people. You will complement this with strong IT skills.

You may currently be working as an experienced supervisor or manager within our service and looking to step up to a more senior management role or transfer to a different local office to add breadth to your experience. Either way, we are keen to hear from you.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.

You will be responsible for the day to day supervision of the advice team as they provide advice and information face to face, via email and on the telephone to the public as well as ensuring that the advice given is of good quality.

More about Citizens Advice Mole Valley (CAMV)

We are an independent local charity operating at the heart of our community for 85 years. We have offices in Leatherhead and Dorking. We support those living and working in Mole Valley on a range of issues such as housing, employment, financial matters and benefits. Our free, independent and impartial advice changes lives, supporting our clients through challenging times.

We value diversity, promote equality and challenge discrimination. We welcome applications from people of all backgrounds. If this role sounds like you and you would like to know more, or to have an informal chat, please contact admin@camv.org.uk. We can send you the detailed job pack.

Take a look at our [website](#) to find out more about us!

It is anticipated that interviews for this role will take place in the 2 weeks following the closing date for applications.