



Operations Manager

Thank you for your interest in working at Citizens Advice Mole Valley (CAMV). This job pack should give you everything you need to apply for this role and what it means to work at CAMV.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Some background about Citizens Advice Mole Valley
- The role profile and personal specification
- How to apply
- Benefits

Want to chat about this role?

If you want to chat about the role further, you can contact us via admin@camv.org.uk.

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

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 250 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members.

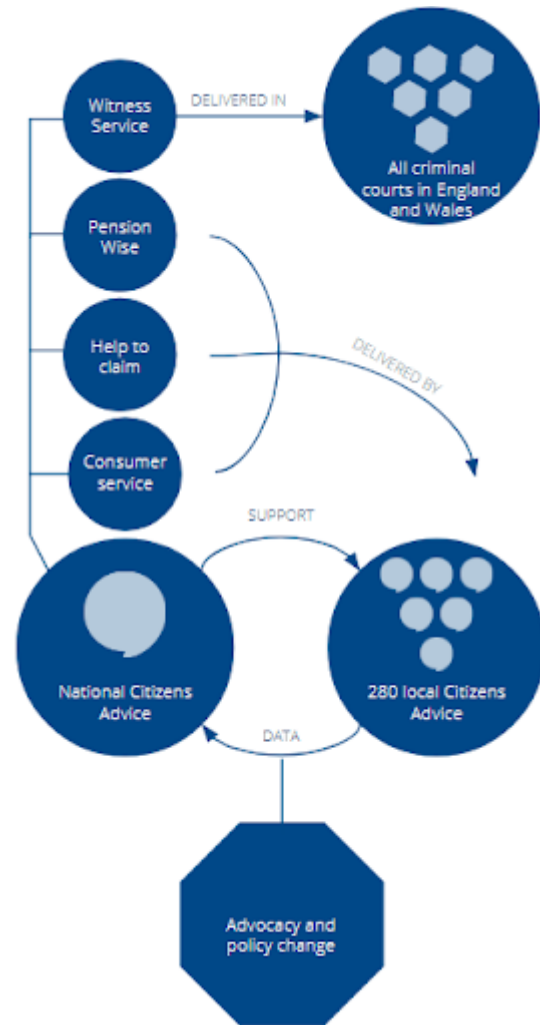
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



Citizens Advice Mole Valley

CAMV covers the towns of Leatherhead and Dorking, plus the surrounding villages. We have an office in both towns, plus we offer outreach at locations in the north and south of our area.

Mole Valley is often considered to be affluent with high levels of employment and rates of home ownership. However, there are significant pockets of deprivation. We are an independent local charity and limited company supporting some of the most vulnerable in our community.

We provide free, confidential, impartial and independent information, advice, casework and support for the benefit of the local community, as well as using our unique evidence-based approach to exercise a responsible influence on policy and practice to address the underlying cause of problems for our clients.

Governed by a board of 8 trustees, we have a highly skilled workforce to support the organisation. This includes 11 staff and 40 volunteers. We provide a generalist advice service through which the public can access advice from Monday to Friday via email, in person and over the telephone. Our core funding is primarily provided by Mole Valley District Council, with remaining funding through specialised project funding.



The role

22.5 hours per week

£33,000 FTE, pro rata to hours worked

Permanent

Office based (Dorking and Leatherhead) – remote working also considered

The Operations Manager (formerly Deputy Manager) is an internally focused role that ensures the advertised service is delivered. You will work with the Chief Officer, other members of the senior management team, and independently to ensure the smooth and efficient running of a high-quality advice service, including overall management of the advice session supervisors, our volunteer team and those working on specific projects. The role includes providing cover for Advice Session Supervisors as required. You will work alongside your fellow Deputy Manager, covering the needs of the role between you.

There's never been a more important time to work for Citizens Advice. As day to day living costs 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.

Deadline for applications: Friday 24 May 2024 at midday

Interviews will be held week beginning 27 May and 3 June



Role profile

Planning

- Advise the Chief Officer on staffing and service delivery issues
- Coordinate activities, procedures and systems to promote the common policies and/or practices within the appropriate service delivery area, including liaison with partners and stakeholders
- Be part of the decision-making process for the organisation. This will include contributing to budgeting, funding, allocation of resources and preparation of statistics and information as required

Service delivery

- Maintain and develop standards of service delivery, including monitoring the quality of advice delivered to clients via quality of advice assessments, case checking and independent case file reviews.
- Support the strategic development of the organisation to ensure its management and services to clients reflect and support the Citizens Advice equality and diversity strategy
- Provide Advice Session Supervision back up as required
- Undertake advice work as and when required

Staff management

- Ensure the effective performance management and development of staff and volunteers through regular supervision sessions, appraisals, and by contributing to learning and development programmes
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Ensure that the service area is adequately staffed and resourced, encourage good teamwork and lines of communication between all members of staff
- Working with the rest of the management team and the CEO, ensure recruitment and induction of new staff as appropriate

Administration

- Oversee and monitor effective and efficient administrative systems



Person specification

- A commitment to work within the aims, principles and policies of the Citizens Advice service
- Experience of leading and contributing to a team, taking decisions about the day to day running of a busy service, while managing your own workload and those of others
- Experience of managing and developing staff and volunteers, including conducting staff appraisals
- Commitment to a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best
- Experience of monitoring and maintaining service delivery against agreed quality and performance targets
- Excellent verbal and written communication skills
- Competence with using a range of IT systems and packages such as the Microsoft suite, google docs, online comms
- Experience of monitoring and maintaining Citizens Advice's Casebook systems and procedures



Applying for this role

Please apply by sending us your CV (no more than 2 sides of A4), along with a covering letter setting out why you feel you are the best person for the job, to admin@camv.org.uk by the specified deadline. It will really help your application if you can show us in your covering letter, how you meet the criteria in the person specification, with some examples.

Please note that, if you are selected for interview, we will ask you to complete a short application form and diversity questionnaire.



What we give our staff

ANNUAL/TOTAL LEAVE

23 days pa plus all statutory bank holidays. Employees working less than full-time hours will have a holiday entitlement which is calculated pro rata according to the number of days/hours per week, as compared to a full-time employee.

PENSION SCHEME

NEST pension scheme

A COMMITMENT TO YOUR DEVELOPMENT

Helping you achieve is important to us at Citizens Advice. Training will be provided, and we will work collaboratively with you to identify your learning and development needs, and to assist you to reach these goals. This is a great opportunity to launch and develop your career in the voluntary sector developing a wealth of useful knowledge, skills and experience.

DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

EQUALITY AND DIVERSITY

Citizens Advice Mole Valley is committed to providing a supportive and inclusive culture. We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a

service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, diversity and inclusion a fundamental part of all our activities.

We recognise that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and accessible.

Citizens Advice Mole Valley will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, those identifying as non-binary, social class, educational background, employment status, working pattern, trade union membership or any other factor that is not relevant to your potential employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our equality and diversity policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

DIGNITY AT WORK

Citizens Advice Mole Valley is committed to creating a work environment where everyone is treated with dignity. All our employees are expected to have read and understood our dignity at work policy and to ensure they behave in accordance with its principles. This includes providing a work environment free from bullying and harassment. We are dedicated to providing equal opportunities in employment and to avoid unlawful discrimination with employees, against customers and visitors and we have zero tolerance for such behaviour.

POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party-political impartiality. To avoid misunderstanding or conflicts of interest, guidelines have been established on staff taking part in party political activities. If you currently hold or are intending to stand for local or national political office, then we will expect you to tell us about this if shortlisted for interview.