



## Operations Manager

Salary	circa £46,000
Reports to:	Chief Executive
Hours	37
Location	Coventry
Contract type	Temporary to Permanent (secondment considered)

### Context of role:

You will inspire those you manage to strive for excellence in all they do, and take an active role in shaping the organisation's strategy and development.

As part of the Senior Management Team, you will develop, implement the aims of the organisation, the business plan and associated strategies. Ensuring that these organisational objectives translate into team and individual work plans and targets.

You will drive up performance to maintain our reputation for quality services that meet the needs of the communities we serve and the quality standards we are accredited against

### PRINCIPAL TASKS AND RESPONSIBILITIES

#### 1. Service leadership and management

1.1 Manage and develop, through, and with Project Managers to ensure quality, access and consistency throughout the service.

1.2 Carry out annual service improvement review, subsequent plan and implementation

1.3 Identify gaps and develop advice services in line with the Business Plan.

1.4 Take responsibility for the quality assurance of all advice services to meet the

required standards set by ourselves and our accrediting bodies.

1.5 Take responsibility for key elements of the Leadership Self Assessment process : Risk, Operations, Research and Campaigns

1.6 Set up new projects in relation to: staffing, budget, processes, quality and service

1.7 Ensure smooth processes to enhance the client journey and satisfaction with he service.

1.8 Ensure clear referral and signposting pathways, working with partners to agree parameters and processes.

## 2. Research & Campaigns

2.1 Act as the Research and Campaigns Lead for the organisation.

2.2 Take responsibility for the identification of trends to inform the direction of research and campaigns throughout the service; amplifying the voice of our clients to influence long-term or systemic change in policy and practice.

## 3. Staff Management and Supervision

3.1 Support, supervise, appraise and line manage paid staff reporting to the post.

3.2 Work with those you manage to ensure the effective support, supervision and appraisal of all paid staff.

3.3 Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.

3.4 Plan and allocate work, monitor achievement of deadlines and support staff as appropriate, ensure that the service is adequately staffed and resourced.

3.5 Identify the learning and development needs of staff through support and supervision and contribute towards the organisation's learning and development plan

## 4. Learning and professional development

4.1 Keep up-to-date with legislation, trends, ideas and thinking.

4.2 Attend and actively participate in regular support and supervision sessions and Appraisals with the Chief Executive Officer.

4.3 Identify your own learning and development needs and plan to meet them.

## 5. Financial management and development

5.1 With the Chief Executive Officer, develop project budgets as required.

5.2 Manage and monitor any delegated budgets and follow Financial Procedures.

6. Other

6.1 Uphold and promote the Aims and Principles of the Citizens Advice Service.

6.2 Uphold and promote the Equal Opportunities policies of the Citizens Advice Service.

6.3 Representing the organisation and presenting information to a diverse range of stakeholders, verbally and in writing.

*In addition* to the tasks and duties outlined in this job description, to undertake such duties which are generally compatible with the functions of the post.

**Person Specification**

	Essential	Desirable	Method of assessment
Experience	Significant experience of leading people to deliver a quality advice service.		A/I
	Experience of successfully managing multiple teams to meet service level agreements and funder requirements	Experience of writing persuasive reports at both an operational and strategic level	A/I
	Extensive experience of successfully leading teams through change	Experience of working in a quality assured environment, and of developing and implementing quality assurance systems and procedures to meet standards set by accrediting bodies	A/I
	Experience of making successful representations to a variety of stakeholders.		A/I
	Extensive experience of resolving a whole range of people management issues		A/I
Finance	Experience of managing multiple budgets and funding streams		A/I
Skills and qualifications	Educated to degree level or equivalent experience	Project Management qualification	

	Skills to analyse interpret and present information	Experience of working with partners, demonstrating excellent negotiation and influencing skills at a senior level	A/I/T
	Skilled at motivating and supporting teams to deliver a high quality advice service	Proven experience of supervising a diverse workforce	
	Experience of setting and monitoring performance management standards		
	Good interpersonal skills particularly the ability to delegate effectively and appropriately and ensure work gets done		
	Experience of analysing situations and making effective decisions based on evidence and procedures.		
	IT literate in Excel, Word and ability to use other bespoke IT applications.		
<b>Qualities</b>	Demonstrates cross cultural sensitivity, commitment to social justice.	Demonstrates an ongoing and proactive commitment to own learning and personal development to meet the needs of the role.	
	An understanding and willingness to undertake preventative campaigning work and participate in social policy work.	Knowledge of issues affecting the communities we serve and ability to use evidence to influence social policy	