



Citizens Advice Camden

**ROLE PROFILE – Community Advice Project Manager**

<b>Reporting to:</b>	Head of Advice	
<b>Hours</b>	35 hours per week - Full time	
<b>Salary at appointment:</b>	£32,448 to £33,762 per annum depending on experience	
<b>Role purpose:</b>	<p>The management and delivery of the Community Advice service:</p> <ul style="list-style-type: none"> <li>• To be responsible for the management and delivery of the Citizens Advice Camden community advice services (core service) ensuring the delivery of an effective and efficient service that meets funders', quality and auditing requirements</li> <li>• To coordinate and monitor service delivery and rota management of paid staff and volunteers</li> <li>• To work with a positive, flexible and 'can-do' approach where we show respect for all paid staff, volunteers and users.</li> <li>• In the current pandemic situation, to be agile and responsive to meet new and emerging advice demand ensuring that our services remain high quality and accessible to meet increasing need.</li> </ul>	
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Line management of Advice Session Supervisors</li> <li>• Line management of Senior Administrator</li> <li>• Management of volunteers delivering in the Community Advice team</li> </ul>	
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>	
<b>Service delivery and quality</b>	<p>To work with the Head of Advice to develop and deliver the core service.</p> <p>Be responsible for the induction, developing, coaching,</p>	

	<p>supervision and line management of service staff through the provision of regular supervision and appraisals as Citizens Advice Camden's policies require.</p> <p>Contribute to the supervision and development of volunteers and completion of annual reviews.</p> <p>Deliver workforce planning and scheduling to ensure service delivery.</p> <p>Ensure quality of advice is maintained in line with Citizens Advice Quality of Advice Assessment processes and audit standards to ensure delivery of consistently high quality advice. This includes monitoring the quality of advice controls and systems delivered by the Advice Session Supervisors including Independent File Review.</p> <p>Maintain an overview of workloads taking appropriate action to address identified under-performance.</p> <p>Contribute to service delivery and supervision as needed to maintain service standards and targets.</p> <p>Produce necessary monitoring reports detailing service outputs, outcomes and impact as required.</p> <p>Ensure all appropriate records and paperwork relating to paid staff and volunteers and/or processes is completed.</p> <p>Ensure participation in research and campaigns activity.</p> <p>Ensure that all work reflects and supports the Citizens Advice Camden Equality and Diversity Strategy.</p> <p>Contribute to promoting Citizens Advice Camden as one organisation working on the integration of services to the benefit of service users and Camden residents.</p>	
<p><b>Lead and develop team</b></p>	<p>Lead and line manage staff through:</p> <ul style="list-style-type: none"> <li>- Regular team meetings and communication</li> <li>- Planning and allocating work, monitoring achievement of deadlines, and supporting paid staff and volunteers as appropriate</li> <li>- Managing performance and development,</li> </ul>	

	<p>including through regular supervision sessions and annual appraisal.</p> <p>Ensure paid staff and volunteers compliance with Citizens Advice Camden policies and procedures, including Health and Safety, safe guarding and client complaints.</p>	
<b>Planning, learning and development</b>	<p>Liaise in a timely manner with the Head of Advice and the Training Manager regarding volunteer capacity and training issues, resources and facilities needed to support the service.</p> <p>Contribute as required to the design and delivery of the organisation's learning and development plan for paid staff and volunteers, including identifying learning needs.</p> <p>Identify and implement own training and development needs to maintain CPD.</p>	
<b>Public Relations</b>	<p>Promote the impact and outcomes of the work of Citizens Advice Camden both internal and external stakeholders as required.</p> <p>Share responsibility for effective communication across the organisation.</p> <p>Represent Citizens Advice Camden, as appropriate, to other statutory, voluntary and commercial organisations, professional bodies and institutions.</p> <p>Develop and maintain effective links with local key partners as required and promote the service to external stakeholders.</p> <p>Manage complaints and grievances made about service delivery and staff to a satisfactory conclusion and action areas of development updating the organisation's Complaints Register.</p>	
<b>Other</b>	<p>Promote the aims, principles, policies and membership requirements of Citizens Advice Camden.</p>	

	<p>Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</p> <p>Undertake any other duties as may be reasonably required within the scope of the role.</p>	
--	--	--

## Personal Specification

### Essential

1. Recent experience of delivering, managing and supervising high quality generalist advice and casework which meets auditing and funder requirements.
2. Ability to meet the Money Advice and Pensions Service quality framework to supervisor level.
3. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
4. Ability to use telephony and IT systems to deliver, supervise and manage advice across multiple channels, both face-to-face and remotely and maintain case records.
5. Good IT knowledge to support advice delivery and project reporting and development.
6. Willingness to work outside normal office hours when required to meet service needs.
7. Ability and willingness to work as part of a team.
8. A commitment to continuous professional development and reflective performance.
9. Ability to work, and manage the work of others, in outreach and remote settings with an understanding of information assurance, quality assurance and safety in those settings.
10. Ability to develop and maintain positive working relationships with external stakeholders.
11. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.
12. A good up to date understanding of equality and diversity and its application to the provision of advice.