



# Head of Service Delivery - Wiltshire Job pack

Thanks for your interest in working at **Wiltshire Citizens Advice**. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation and role
- The role profile and person specification
- Our approach to equality and diversity
- The benefits of working at Citizens Advice

## 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 Citizens Advice

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 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.

## How Wiltshire Citizens Advice works

Wiltshire Citizens Advice provides support to around 15,500 each year, by telephone, by email and face to face.

# How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

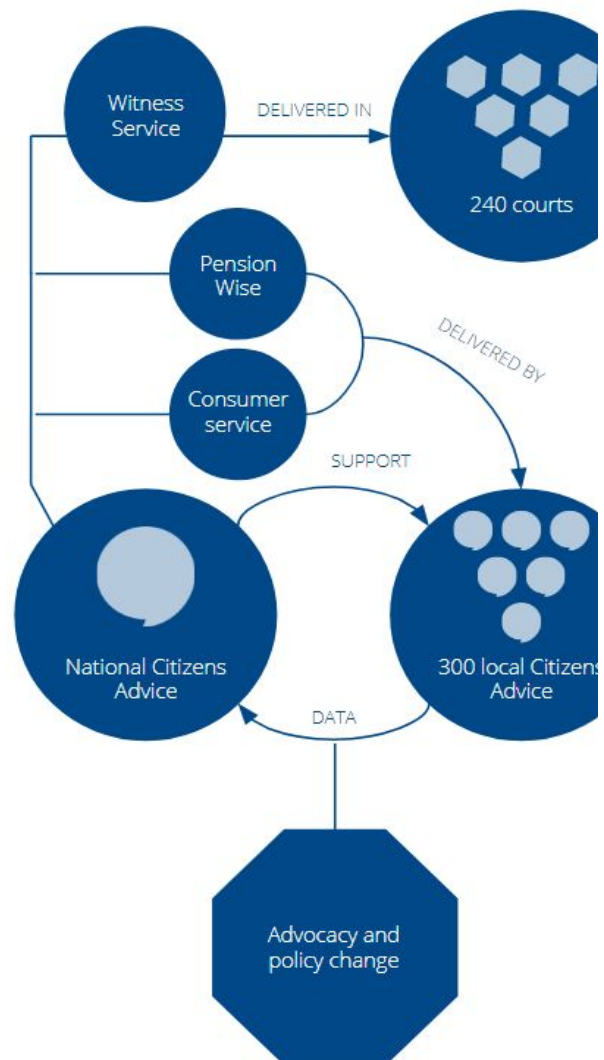
Our network members are all independent charities, delivering services from

- 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.





## The role

This is a rare opportunity to be part of one of England’s largest local Citizens Advice Services. We need someone with the skills and experience to help us deliver both new and existing services, using multiple channels to meet ever more complex demand whilst protecting services for those who need it most.

You will be responsible for resources and quality across a range of core and funded advice projects, ranging from an “open to all” telephone service, to a specialised advice service for those with poor mental health.



## Role profile

<b>Job Title:</b>	<b>Head of Service Delivery</b>
<b>Reporting to:</b>	CEO
<b>Salary:</b>	£35,000 per FTE
<b>FTE:</b>	Up to 1 FTE
<b>Location:</b>	Chippenham, Salisbury or Trowbridge.
<b>Role purpose:</b>	- To lead the service delivery of Wiltshire Citizens Advice
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>- Manage resources across all channels to ensure quality and equality of service delivery from staff and volunteers.</li> <li>- Monitor the quality of advice given to clients and take improvement action where required.</li> <li>- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.</li> <li>- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.</li> </ul>

<b>Planning and Service Development</b>	<ul style="list-style-type: none"> <li>- Work with the CEO, the trustee board and others to develop the service to meet changes in demand from clients, funders and partners.</li> <li>- Analyse key data on service pressures, including clients not reached in certain groups and people we turn away, and remodel service in response to the findings.</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li>- Devise and maintain Wiltshire Citizens Advice learning and development plan.</li> <li>- Organise learning and development activities for trustees, staff and volunteers.</li> </ul>
<b>Research and Campaigns</b>	<ul style="list-style-type: none"> <li>- Manage the development of and deliver local and national research and campaigns in tandem with national Citizens Advice.</li> <li>- Increase participation in research and campaigns from across the organisation</li> </ul>



# Person specification

## Key Essential Criteria

1. The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
2. Proven ability to analyse complex information and make decisions/formulate recommendations quickly, communicating information clearly and accessibly.
3. Excellent interpersonal and communication skills including the ability to deliver presentations and build relationships with staff at all levels.
4. Proven ability to influence and negotiate with senior managers, executives and external stakeholders.
5. Proven ability to plan and work effectively under pressure to deadlines.

## Requirements for role

1. Ability to monitor and maintain casework systems and procedures
2. Proven ability of monitoring and maintaining service delivery against agreed targets
3. Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing
4. Ability to ensure best use of IT systems and packages in the provision of advice services
5. Ability to lead and contribute to a team, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of a busy service area
6. Commitment to continuing professional development