



Citizens Advice Leighton-Linslade Job Description: Chief Officer

Role Purpose:

Plan and deliver a comprehensive advice and support service within the aims, principles and policies of the Citizens Advice service. Account to the Trustee Board for carrying out the activities listed below and advising it in carrying out its responsibilities.

Main Duties and Responsibilities.

Service Delivery

- Plan and Supervise the work of designated staff/volunteers to ensure that we:
 - provide a service at all published opening times across all channel;
 - meet Citizens Advice membership requirements for quality and performance; and
 - meet the requirements of any specifically funded project activities
- Provide technical support and act as consultant to the advisors and other staff.
- In conjunction with the Advice Services Manager ensure the quality of advice during the advice session and in case records.
- As required, act as Session Supervisor for specific advice sessions.

Planning and Development

- In conjunction with the Trustee Board, monitor and assess the Business Development Plan and ensure adherence to Citizens Advice membership agreement.
- Advise the Trustee Board on financial, managerial, staffing and service delivery issues.
- Develop IT and other resource needs and strategies within Citizens Advice guidelines.
- Participate in Citizens Advice initiatives as appropriate.
- Participate in external advice initiatives such as the Central Bedfordshire Advice Strategy and Bedfordshire Advice Forum.
- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and the different geographical and demographical areas.
- Develop and maintain standards of service delivery by
- Evaluating their effectiveness;
 - developing new methods of service delivery;
 - consulting with staff, user groups and others; and
 - negotiating, monitoring and evaluating grant-in-aid conditions against service level agreements.
- Develop the provision of specialist advice services.
- Ensure all operating procedure and policies are relevant and followed.
- In conjunction with the Trustee Board, prepare funding bids.

Financial Management

- Maintain day-to-day financial control of the service within budget heads agreed by the bureau trustee board
- With the support of the Honorary Treasurer, ensure that all finances are properly administered and monitored and that appropriate financial regulations and controls are in place and in use at all times
- Support the Honorary Treasurer in the preparation of the annual budget and updated



forecasts for approval by the Trustee Board

- Maintain positive relationships with current and potential funders and ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and any other initiatives
- Act as cheque signatory and authorise expenditure up to limits as agreed by the governing body
- Develop a funding base to secure present and future service delivery having regard to the development plan and working in consultation with the Trustee Board.

Supporting the Governing Body

- Arrange and attend quarterly meetings of the Trustee Board.
- Provide professional support to ensure that members of the Trustee Board are properly informed and advised on the discharge of their duties and all relevant legislation, e.g. Company and Charity Law, Health and Safety, employment etc.
- Report to the Trustee Board on progress against agreed objectives.
- Arrange and attend the organisation's AGM and any Special General Meeting.
- Prepare and draft the non-statutory financial elements of the Annual Report.

Staff Management

- Manage paid staff and volunteers through the provision of regular support and supervision, annual joint progress reviews and training.
- Regularly evaluate staff training and development needs and ensure that appropriate training is provided in accordance with the Membership Scheme.
- Convene and chair regular meetings of the management team
- Convene and chair regular meetings of all staff/volunteers
- Establish and implement a recruitment and staff development policy
- Delegate, as appropriate, to ensure that the bureau is adequately supervised, staffed and resourced.
- In accordance with Citizens Advice and service procedures, assist the Trustee Board in implementing employment procedures and policies.

Public Relations, Research and Campaigning

- Promote the work of the Citizens Advice service locally and nationally.
- Ensure the development of research and campaigns and instigate systems and procedures in line with the research and campaigns requirements of the membership scheme
- Develop and maintain contacts with local and regional media
- Develop effective relations with appropriate authorities, agencies, organisations and individuals at local and national level, including Councillors, MPs, MEPs and local and national statutory and non-statutory voluntary and commercial organisations, professional bodies and institutions.



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Administration

- Establish, maintain and monitor effective and efficient administrative systems.
- Develop and monitor an effective Health and Safety policy with regard to staff, equipment and premises within statutory requirements.
- Establish and maintain complaints procedures in accordance with Citizens Advice guidelines.

Other duties and responsibilities

- Identify and implement plans for own training and development needs
- Undertake such other duties and tasks as may lie within the scope of this post to ensure the effective delivery and development of the service.
- Promote the aims, principles, policies, interests and well-being of the organisation and protect its integrity and reputation.
- Ensure day to day procedures adhere to all legal and Citizens Advice requirements