

Head of External Operations

Job description

Key work areas and tasks:

Planning and development

- Monitor, assess and/or implement the development plan as required by the Citizens Advice membership scheme.
- Advise the Chief Officer on staffing and contract delivery issues.
- Coordinate activities, procedures and systems so as to promote common policies and/or practices within the appropriate service delivery area.
- Implement IT and other resource strategies within Citizens Advice guidelines.
- Participate in CASL initiatives as appropriate and contribute to the work of associated committees and working parties.
- Support the strategic development of CASL to ensure its management and services to clients reflect and support the Citizens Advice Equality and Diversity strategy.

Contract delivery

- Set up new contracts, processes and procedures, in line with funder requirements
- Attend contract meetings with funders
- Provide all funder reports, in line with reporting requirements.
- Responsible for managing Team Leaders and overseeing contract delivery, ensuring contract targets are met and adequate cover at all outlets/offices from available staff.
- Attendance at all CASL outlets as required.
- Supervise the work of designated staff to ensure that standards meet Citizens Advice requirements.
- Provide technical support and act as consultant to the advisers.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Assist and advise the relevant staff and volunteers on compliance with the Citizens Advice membership scheme.

Financial management

- Responsible for managing team and project budgets and allocating resources.

Staff management

- Attend regular meetings of the management team.
- Attend regular meetings of all paid staff and volunteers.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate.
- In accordance with Citizens Advice and service procedures assist the Chief Officer in implementing employment policies and procedures.
- Encourage good teamwork and lines of communication between all members of staff.

Administration

- Monitor an effective health and safety policy with regard to staff, equipment and premises within statutory requirements.
- Maintain complaints procedures in accordance with Citizens Advice guidelines.

CASL trustee board

- Required to attend Board Meetings and provide associated reports
- Assist with preparation of the annual report.

Research and Campaigns

- Ensure participation of team members supporting research and campaigns initiatives.

Other duties and responsibilities

- Promote the aims, policies, and membership requirements of the CA service.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.