



CARC Compliance and Operations (Fenland) Lead

Thanks for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role profile and personal specification
- How Citizens Advice Rural Cambs works
- What we give our staff
- Valuing inclusion
- Our values
- 3 things you should know about Citizens Advice
- Overview of Citizens Advice



Terms

- **Location:** Wisbech (QMC) minimum of 2 days per week in the Wisbech office or outreach location. Travel to other CARC offices will be required.
- **Hours:** 30 hours per week
- **Salary Band:** 6
- **Salary:** FTE £30,784.00 — £35,113.00/ Actual £24,960 - £28,470 (depending on experience)
- **Type of contract:** Permanent
- **Reporting to:** Chief Officer



The role

Main Purpose of Role

- Working with the Senior Leadership Team (SLT) to deliver excellent services to our clients and funders while growing CARC's offer and reputation. Two main areas of focus will be:

Compliance and Reporting

- Ensure our services are delivered in accordance within the National Citizens Advice Leadership Self-Assessment audit framework, implementing any changes identified in the review process.
- Prepare and present regular reports on operational performance, service outcomes, and key metrics, highlighting any risks and issues.

Day to Day Operations

- Responsible for overseeing the daily operations in CARC's Wisbech office, ensuring it works in conjunction with CARC's Digital Contact Centre and working with the Advice Service Coordinator (ASC) to ensure the effective delivery of our information and advice service. This will involve leading the local team, optimising processes and identifying ways to improve service quality to meet the organisational goals and client needs.



Role profile

Compliance:

- Lead on the Leadership Self-Assessment audit, to make sure CARC is compliant with all aspects.
- Ensure all policies and procedures are relevant, within statutory requirements (where appropriate) reviewed and up to date.
- Ensure CARC's HR requirements are being met
- Assist the SLT with the development and implementation of CARC's Business Development Plan.
- Ensure all aspects of projects meet the required standards
- Work closely with the SLT to develop equality and diversity and other key strategies.

Operational:

- Lead and oversee CARC's Wisbech office and Fenland outreach services.
- Build and develop local networking and partnership relationships in Fenland. Including potential funding opportunities.
- Work closely with the ASC and Income Max Lead to ensure a cohesive and consistent service throughout CARC.
- Deliver client focused holistic advice at the CARC Wisbech office – one appointment per week.
- Support the implementation and contribute to the success of CARC's vision of its service delivery model, laid out in the CARC's Business Development Plan.
- Build and sustain excellent communications and teamwork, attending regular SLT meetings, staff and volunteer meetings.
- Ensure that the service element is adequately staffed and resourced.
- Lead on the Change Grow Live and Yorkshire Building Society projects, ensuring service delivery is met, KPI's monitored and help to compile reports
- Work with CARC's Project Leads to ensure that the funded projects operate cohesively with the core service.

Other duties and responsibilities:

Financial management and SLT administration:

- Contribute to discussions on allocation of resources.
- Contribute towards the Annual Report and funder reports.
- Support, where appropriate, the maintenance of CARC's complaints procedures in accordance with Citizens Advice guidelines.
- Oversee and monitor effective and efficient administrative systems.

Research & Campaigns:

- Support and contribute to the development of Research & Campaigns and help instigate systems and procedures.

Other:

- Promote the aims, policies, and membership requirements of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Identify and implement own training and development needs.
- Professional development to include completing appropriate training to comply with quality assurance processes, and keeping up to date with legislation, policies and procedures
- Use IT for statistical recording of information relating to research and campaigns, funding requirements, record keeping and document production.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

Essential criteria

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality and diversity and its application to the provision of advice.
3. Significant experience of successful leadership and staff management, preferably in a multi-site environment.
4. Significant experience of providing information and advice to vulnerable people
5. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
6. Excellent literacy and numeracy skills.
7. Understanding of the issues affecting society and their implications for the client and service provision.
8. Demonstrable experience of monitoring and maintaining service delivery against agreed targets.
9. Experience of completing audit reviews.
10. Willingness to travel to various locations. (Must have own transport).
11. Effective communication skills.
12. Ability to plan and rearrange own work and work of others in a pressured environment.
13. Ability to analyse and interpret information.
14. Ability to develop and implement the use of technology within the service.
15. Ability to earn and maintain the trust of those people with whom you deal with.
16. Ability to contribute to the team combined with willingness to learn and develop.
17. Ability to relay information in a clear and concise manner to others.
18. Proven ability to use IT applications to record and understand statistics and check accuracy of calculations.
19. Be friendly and approachable
20. Be non-judgmental and respect views, values and cultures that are different to your own

Desirable

21. Experience of working with volunteers
22. Generalist Advice qualification or equivalent

In accordance with Citizens Advice national policy the successful candidate may need to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

How Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Scheme
- Shopping and Lifestyle benefits through My Staff Shop



Valuing inclusion

Our staff and volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.



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 us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 350 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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 350 local Citizens Advice members (local charities).

Our network of independent local Citizens Advice members, deliver services from

- In over 1,600 locations across England and Wales
- With:
 - 8,843 local staff
 - 16,000 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.

