



Operations Manager

Job pack

Thanks for your interest in working at Citizens Advice East Herts. 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 mission, vision and values
- 3 things you should know about Citizens Advice
- Overview of Citizens Advice East Herts
- The role profile and personal specification
- Terms and conditions

Want to chat about this role?

If you want to chat about the role further, you can contact Monica Stoker Head of Operations, by emailing stokerm@citizensadviceeastherts.org.uk or phoning 01279 755557

Our mission, vision and values

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

Our **vision** is that everyone is able to access free advice to find a way forward.

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 around 300 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 East Herts

Citizens Advice East Herts provide free, confidential and impartial advice on any subject. We are an independent, local charity and a member of the Citizens Advice network. Last year we helped nearly 9,000 people in East Herts. Post Covid, demand for our service has increased considerably. We've recently produced a [report](#) which looks at the impact of the pandemic in East Herts and how we are helping.

Our general service operates Monday to Thursday and is currently being delivered remotely via phone, email, webchat and video (pre Covid we worked from 2 main advice centres and 3 outreach locations). We are in the process of opening 'hubs' across the community where volunteers can base themselves and offer face to face client appointments where needed. Our service is delivered by local volunteers, supported by paid supervisors. We provide on-going casework where required. This short [video](#) provides more background on how we are working.

"They were amazing when our life fell apart. Without them I don't think I would be here"

Client

Our volunteer model means our services are locally delivered by and for members of the community, directly at the point of need.

"For me, working as an adviser at East Herts Citizens Advice ticks all the boxes. I get to be part of a team and learn new skills in a professional and supportive environment. Clients present with a very varied range of enquires and it is very satisfying to be part of an organisation that makes a real difference to people's lives"

Volunteer

Whilst people seek help with many problems, the most common are benefits and tax credits, money advice, housing, employment and relationship problems. Our holistic service explores other issues in addition to the presenting problem.

The clients we help include those most in need - our clients are most likely to earn significantly less than the average East Herts resident, less likely to be in employment, more likely to be disabled or have a long-term health problem, and

less likely to own their own home. Over a quarter of our clients who live in East Herts come from the 5 most deprived East Herts wards.

We are fortunate that East Herts is a largely affluent district but this can mask pockets of deprivation. There are many households experiencing multiple indices of deprivation living in close proximity to more affluent households. Life expectancy in more deprived areas is significantly lower than more prosperous neighbourhoods.

“It’s often harder to be poor in the midst of affluence than it is to be poor in stereotypical ‘poor’ areas. Services, funding, staffing, grants etc all gravitate to the poorer areas, even within the County, and so those who are in poverty in ‘richer’ areas are left even more isolated and excluded.”

Hertfordshire Matters

We work locally in East Herts but also across Hertfordshire through our Citizens Advice Hertfordshire consortium. It is through this partnership that we provide countywide services.

Some problems are too difficult to be solved through advice alone. Our evidence shows there are systemic barriers which stop people’s problems being resolved. Our work helps to remove these barriers by improving policy and practice. This can bring change not only for our clients but also for people who may never come to us for help. Our research and campaigns work provides evidence so that we can better target our support and our resources.

We have around 80 volunteers and 20 (mainly part time) paid members of staff supported by an active board of 9 trustees. We have developed very good relationships with local stakeholders including our primary funder East Herts Council.

“Their level of expertise and local knowledge of East Herts and its communities are second to none.”

Partner Organisation

Who we are and how we help				
				
Free advice for everyone – on everything	Advocacy - Research & Campaigns	88 volunteers	10 locations	1/4 East Herts clients from most deprived wards
What we do				
				
Face-to-face advice	Advice by phone	Advice by, video	Advice by email, webchat & Messenger	Casework
Our impact - 2020/21				
				
8,714 people helped	17,026 issues dealt with	4 in 5 said our advice improved their lives	90% would recommend our service	£37.84 public value return for every £1 invested
The future				
				
We want to recruit more advisers & offer more specialist support	We want to extend our opening hours	We want to raise our profile	We want to diversify our funding	We want to strengthen our partnership links



The Role

Role: Operations Manager

Hours: 15 hours per week ideally worked over 3 or 4 days

Location: Hybrid working involving working from home with travel to locations around East Herts as required

Salary: £24,167 FTE including outer London fringe weighting (Scale 15)

Contract: Fixed term for 12 months, with an extension subject to funding

Application deadline: 26 August 2021

Interviews: 6 September 2021

To apply please submit a CV and covering letter to hr@citizensadviceeastherts.org.uk outlining your suitability for the role by 26 August 2021

We are looking for a can-do team player to help us implement our new advice strategy and facilitate logistics.

We are in the process of moving our services into the heart of the East Herts Community so we can be more visible and help more people.

Going forward, our paid staff and volunteers will work in a hybrid way, working from home or from our new volunteer hubs. They will continue to give advice by phone, email, webchat, and video and will also offer face-to-face appointments in 'surgery' spaces and partner community locations as well as home visits. In addition, we have a programme of community engagement where we have a short-term presence across the district in the form of pop up shops, freephones, stalls in market squares, promotional stands at community events etc. This role is key to helping ensure that the physical spaces work well and that our staff and volunteers have everything they need to work safely and efficiently.

We are looking for someone with a hands-on attitude, who is extremely organised and has good ICT and administration skills. They will also need the ability to work independently and alongside others and need to be comfortable with technology and risk / premises management.

This is a 12-month post initially and in the first year the postholder will focus on the roll out of hybrid working. The role will work flexibly with the Head of Operations and Advice Support Coordinator, taking on areas of responsibility as they arise and plans develop. This role will involve travel around East Herts so owning a private vehicle is a distinct advantage. Flexibility around hours/days worked is needed to provide support to a service currently being delivered Mondays-Thursdays (and looking to possibly extend into Fridays).

Role profile

Equipment Support

- Ensure that staff and volunteers have equipment that enables them to work in a flexible way and from multiple locations, issuing kit as required. This includes laptops, softphones, headsets, printers, ID badges etc.
- Maintain a log of all issued equipment and phone lines.
- Manage the usage of soft phones, ensuring staff and volunteers know how to use the technology, liaising with the telecoms supplier, coordinating shared lines and troubleshooting problems.
- Ensure that there is a system of PAT testing equipment, keeping up to date records.
- Develop user guides as necessary for equipment used.
- Support community engagement activity by setting up freephones, re-purposed desktop computers etc.
- Work alongside the Senior Leadership Team to roll out new ideas.

Premises Support

- Ensure that all physical spaces have working equipment, setting up new equipment and develop procedures to help volunteers use it.
- Carry out, update and develop risk assessments of, and procedures for, physical spaces to ensure compliance with health and safety regulations and guidance.
- Liaise with community landlords over any premises / rental issues.
- Lead on any future office moves required.

General tasks

- Work cooperatively with colleagues and encourage good teamwork and clear lines of communication.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Identify own learning and development needs and take steps to address these.
- Attend regular internal and external meetings relevant to the role.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Carry out any other tasks that may be within the scope of the post.



Person specification

- Excellent organisation and administration skills.
- Ability to plan and manage own workload, taking an independent lead on projects.
- Willingness to work flexibly and ability to work within a team.
- Can-do attitude with willingness to use common sense to solve problems.
- Good IT skills including experience of using Microsoft Office and Google packages.
- Confident with technology, risk management, and premises management.
- Good verbal and written communication skills. Friendly and approachable and able to communicate with people at all levels.
- Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
- Good, up to date understanding of equity, diversity and inclusion.
- Ability and willingness to travel between locations in East Herts.



Terms and Conditions

Citizens Advice East Herts adopts a hybrid working model which involves working from home and community locations in East Herts as required.

The full-time working week is 37 hours and normal hours are from 9am to 5.30pm Monday to Thursday and 9am to 5pm on Friday. More flexible arrangements may be agreed.

Reasonable expenses will be reimbursed for costs incurred. All reasonable car parking expenses are reimbursed.

This is a fixed term position. There is a probationary period of 3 months.

The annual leave year runs from 1 April to 31 March and full-time employees are entitled to 5.6 weeks paid annual leave plus statutory holidays. Part time employees receive a pro rate annual leave entitlement.

There is an auto enrolment pension scheme with an employer contribution of 3% and an employee contribution of 5%.