

Uckfield Service Manager

About the role:

We are recruiting for a Service Manager to lead a team of around 20 advisers, caseworkers and administrators. You will manage and be responsible for the Generalist Advice Service and related projects across Uckfield and outreach services, ensuring staffing and resources are in place to deliver a high quality, client centred, multi-channel Generalist Advice Service.

Role context:

We can all face problems that seem complicated or intimidating. At Wealden Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Every year thousands of people come to us for help solving their problems. This means we're an important part of the community, with a credible understanding of local needs. We use this to tailor our services and help improve local policies and practices for the benefit of all of us.

We offer confidential advice over the phone, via email and in person, for free. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many Wealden residents with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With this evidence, we can then influence and campaign – from individual companies right up to the government – and work with them to make things better for Wealden. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

Wealden Citizens Advice focus on supporting people who live, work and study in the Wealden area. We have offices located in Crowborough, Hailsham and outreach within Wealden. We offer advice on debt, energy, benefits, housing, immigration, and employment. Clients access our services through a variety of channels, including telephone, face to face text and email.

About you:

You will be an excellent people manager, with experience of motivating, inspiring and leading teams to achieve high quality standards and performance targets. You will be resourceful and highly organised – someone who embraces change and new challenges.

You will care about people and be able to adapt to get the best from them as individuals. You will be comfortable with producing reports, highly competent in IT systems, leading meetings, quality assessing your team's work, and adapting to the changing needs of the service.

You will be able to prioritise your workload well, communicate clearly and effectively, work collaboratively with the rest of the management team and ensure our policies and procedures are implemented consistently.

You will have proven experience and ability to manage a Citizens Advice generalist advice team ensuring staffing and resources are in place to deliver a high-quality service.

Working at Wealden Citizens Advice:

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

Please let us know if you need us to adapt our application process so there are no barriers for you to apply. We will also meet any reasonable adjustment requests.

Contract:

Permanent

Workbase:

Citizens Advice Uckfield, Uckfield Library, Library Way, Uckfield, East Sussex, TN22 1AR. There will be a mix of working from the office and working from home.

Salary scale:

£25,927 - £27,514, per annum pro rata

Hours:

Part Time (30 hours per week). Working between Monday to Friday. Flexible working requests will be considered.

For application pack contact: da@wealdencitizensadvice.org.uk

Deadline for applications: 28th May 2022