



Enfield

Business Development Projects Manager

Job pack

Thanks for your interest in working at Citizens Advice Enfield. 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:

1. Our values
2. Three things you should know about us
3. Overview of Citizens Advice and Citizens Advice Enfield
4. The role profile.
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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.

Three 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 300 independent local Citizens Advice services across England and Wales. In Enfield we operate from one main office location and provide advice by phone and at various outreach locations across the Borough.

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.

How Citizens Advice Enfield works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits our network of independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 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.



The Role

Citizens Advice Enfield is a busy service helping around 6,000 clients a year to solve around 25,000 problems. We are open 5 days a week and currently operate a telephone adviceline triage service from 10am to 4pm Monday to Friday.

Our priority commissioned areas are Benefits, Debt and Housing and we have a small team of caseworkers for each. Appointments are booked through a combination of self-referral via the adviceline and referrals from funded partners.



Role Description

This wide-ranging varied role will suit someone who is highly organised, self-motivated, flexible and has great people skills. The successful candidate will lead all our non-advice related activities including HR admin, Finance, PR Campaigns, digital skills and financial capability. This role will suit a natural multi-tasker who is prepared to be flexible, make decisions and adapt to whatever comes their way.

Business Development Projects Manager

Role description

Job Title:	Business Development Projects Manager
Reporting to:	CEO
Responsible for:	Non advice staff – HR Admin, Finance officer, Office & IT administrator, Financial Capability officer, PR and Campaigns officer
Salary:	£43,440 FTE (Actual: £26,064 - £34,752)
Hours:	28 hrs, 4 days pro rata
Employers' Pension contribution	4%
Location:	Based in Vincent House.
Purpose of the job:	<p>This role will ensure that the monitoring and administration of our funded projects runs smoothly and meet the key performance indicators. Managing a diverse team, you will meet with funders and support the development of new projects. This role will also be a member of the leadership team.</p>

The purpose of the role is to work with the Chief Executive officer and Head of Service and Quality, to ensure smooth running of the day-to-day service and ensure the back-office infrastructure/support is adequate and robust to enable efficient running of the advice functions. This means IT, HR Administration, PR Campaigns, Financial Capability and Finance and administrative monitoring of the projects to maintain national Citizens Advice standards and meet the funders needs. This will involve:

- To manage the administration of funded projects, monitoring targets and ensuring the KPIs are being met and funder reports are submitted on time.
- To ensure all new projects are properly onboarded and have the correct resources.
- To ensure funder needs are met and the projects deliver to the required standard
- Line management of the non-advice staff as listed above and coordinating community outreach programme
- Supporting the leadership team in planning the service and new projects

About the role

I). Project Management – Administration

- Complete the onboarding process for all new projects to ensure that they are adequately resourced and project staff know what they are doing and what to monitor/report.
- Ensure services are delivered in line with any Service Level Agreements and funder requirements.
- Ensure that appropriate systems are maintained and updated for case recording, monitoring statistics and case studies.
- Complete all monitoring reports on time and to funder requirements.
- Prepare case studies for funder reporting and maintain a bank of case studies to be used for various reporting.
- Identify and mitigate against issues affecting project delivery/project monitoring working closely with the CEO, Head of Service and Quality and Advice Supervisors.
- Monitor an effective health and safety policy regarding project staff, equipment and outreach premises within statutory requirements and ensure safeguarding systems are in place and risk assessment carried out as necessary.
- Work in collaboration with the CEO, Head of Service and Quality, the Supervisors and Trainer to ensure the service is adequately resourced and highlight any gaps in projects and risk of under delivery against targets.
- Plan for project ends and raise this with the CEO and Head of Service and

Quality to feed into future fundraising plans.

- Work with Head of Development and Communications to implement plans to address gaps in service delivery and drive continuous improvement.
- Responsibility for planning outreach events and meetings working with the PR Campaigns office and financial capability officer.
- Supporting the Financial Capability officer with planning, coordination and delivery of Financial Awareness and Digital Skills sessions.
- Supporting the PR Campaigns officer to plan, coordinate and deliver the CAE User panel sessions for residents with lived experience.
- Provide reports, data and performance information as required in relation to submissions to funders and for funding applications, contracts and other project initiatives.

II). Staff Supervision

- Supervise non-advice activities – acting as the central point of contact for all non-advice related activities.
- Line manage the PR Campaigns officer to plan, produce and deliver weekly social media activity and other promotional materials (leaflets, posters) using templates provided. Contribute to the Research and Campaigns activities of the organisation (promotion and analysis).
- Line manage the HR Admin Officer, Finance Officer, Financial Capability Officer and IT/Office Administrator.
- Manage staff through the provision of regular support and supervision and hold annual appraisals.
- Create a positive working environment in which the non-advice staff uphold our organisational vision and behaviours, and staff perform optimally.
- Follow, and ensure, all internal policies are adhered to within the team.
- Participate in the recruitment & selection process as well as induction of new staff.

III). Research & Campaigns

- Identify relevant social policy issues and, together with other members of the team, take responsible appropriate action on a national or local level.
- Assist in monitoring the range of projects service provision to ensure it reaches the widest possible client group.
- Maintain a bank of client case studies that can be used to advocate on behalf of clients and local/national issues.
- Promote the importance of research and campaign delivery within the

organisation and deliver training to support identification of issues.

- Use social media to communicate key service messages as appropriate.
- Make recommendations to the research and campaigns staff and management for local areas for campaigns based on trends in case reviews.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.

IV). Planning and Development

- Keep the Advice Supervisors and Head of Service and Quality updated on project staffing levels and service delivery issues re: meeting targets.
- Work closely with the CEO and Head of Service & Quality to review the service and identify areas to develop service.
- Through understanding existing projects and client need identify gaps in service and work with the CEO to identify new projects and services.
- Co-ordinate activities, procedures and systems to promote common policies and practices.
- Take part in the recruitment, selection and training of staff as delegated.
- Contribute to the sustainability of the organisation through supporting the development of new and existing services.
- Deputise for the CEO as and when required. Develop a sound understanding of all areas of service delivery, the needs and requirements of current funders, and participate in the shaping of bids and applications to potential funders.
- Monitor the achievement of project targets on a regular basis and provide the details required for reporting to current funders, senior management team and board of trustees.
- Run reports and Management Information to generate data and identify trends. and present information confidently for a non-technical audience.
- Troubleshoot operational issues in the first instance, taking practical and problem-solving actions before escalating to the CEO if necessary.

V). Professional Development

- Participate in own supervision and appraisal.
- Work with CEO in identifying own learning needs and appropriate ways of meeting them.
- Attend relevant internal and external meetings and training, as agreed with the line manager.
- Keep technical knowledge up to date.
- Keep up to date with research and campaigns issues and ensure that this

is promoted and integrated in a way relevant to the role.

VI). Other duties and responsibilities

- Ensure the team upholds the aims and principles of the Citizens Advice service and its equality, diversity and inclusion policy.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the organisation's team.
- Attend regular meetings of paid staff and volunteers and external meetings linked to our service.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.
- Where needed assist the Head of service and quality with authorising payments and reconciliation of petty cash and authorise payments using available systems and procedures as required.
- Carry out any other relevant administrative and support duties required to ensure effective delivery the service.



Person Specification

Essential Criteria

I). Qualifications

- Qualifications GCSE at grade A-C in English Language and Mathematics (or equivalent).
- Sound numeracy skills.
- Competent IT and digital skills.

II). Project management and community engagement experience

- Experience of managing projects and producing monitoring reports for

fundlers.

- Experience of coordinating community outreach information sessions and events such as financial capability, digital skills, other focus group events, etc.
- Ability to devise, implement and monitor operational processes.

III). Staff Management

- Line Management/supervision of staff (either CAB or within a legal setting would be desirable), and the ability to meet the Citizens Advice standards.
- Ability to manage, motivate and appraise others performance constructively for improvement.
- Commitment to developing staff and ability to understand their strengths and weaknesses and work with these to provide a positive and fulfilling working environment.
- Ability to identify ongoing training needs and deliver appropriate support to ensure high quality of service is maintained.
- Experience of supporting, mentoring and guiding staff and volunteers in a respectful manner.

IV). Teamwork

- Ability to work well in a team of paid staff and volunteers sharing skills and knowledge.

V). Funders and Partners

- Develop and maintain good relationships with funders.
- Develop strong links with relevant statutory and non-statutory agencies relevant to the role.
- Use influencing skills to promote the organisation and foster good relationships with external organisations.

VI). Equality, diversity and inclusion

- Ability to work in a diverse team and with diverse clients in line with equality principles.

VII). Client focused

- Ability to put the needs of our clients first and to be constantly looking to improve our services to them.
- Ability to treat clients with respect, empathy and kindness and handle conflict and challenging situations.

VIII). Reporting

- Ability to monitor and analyse statistics and trends in projects.
- Ability to write clearly and accurately, including production of reports.
- Ability to research, analyse and interpret information.

IX). Communication and flexibility skills

- Ability to embrace change and work flexibly.
- Good verbal and written communication skills.
- Ability to multitask and work quickly under pressure.
- Ability to make decisions and adapt to whatever comes your way.

X). Other

- Knowledge of Microsoft Office / SharePoint applications and the ability to maintain an electronic diary.
- Commitment to own continuing professional development.
- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.

Desirable Criteria

- A qualification in project management.
- Possession of a CAB Certificate in Generalist Advice.

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



What we give our staff

We offer a range of employee benefits including:

- 30 days annual leave (FTE).
- An employer matched pension contribution currently at 4%
- Access to Telus, an Employee Assistance Scheme which offers help and support with mental, financial, physical and emotional well-being.
- Opportunity for hybrid working following completion of probationary period.

Citizens Advice Enfield is an equal opportunities employer and encourages applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

IMPORTANT

Please note, we do not accept CVs/Cover Letters as a form of application for our vacancies. Use the application form that forms part of this job pack and please read the accompanying notes on how to complete.