Advice Services Manager Job Description

What you can expect

You will lead and develop a team of Team Leaders to deliver a diverse portfolio of advice services, driving high-quality, client-focused delivery that meets funder and stakeholder expectations and supports the organisation's strategic priorities, sustainability, and growth.

Your responsibilities

What we'll trust you with

Performance Management

- You will cultivate a high-performance team, providing ongoing support, mentorship and coaching to the Team Leaders
- You will make informed strategic decisions to drive project success and alignment with organisational priorities
- You will identify and resolve complex issues using strong analytical and problem-solving skills
- You will drive the achievement of KPIs across multiple projects, tracking performance and implementing improvement strategies
- You will produce clear, insightful reports on project performance to the senior management team, trustee board, and funders
- You will develop high-quality funding bids to secure funding for advice services and related initiatives
- You will oversee the work of the Deputy Advice Services Manager, ensuring effective delivery and development within the role

Stakeholder Engagement

- You will build and maintain strong relationships with key stakeholders
- You will play a key role in the Single Advice fund operational meetings, contributing to effective coordination and delivery

- You will foster collaborative working relationships with other Local Citizens Advice offices in the Citizens Advice South East Wales (CASEW) consortium

Culture and People

- You will role-model organisational values and set clear expectations for behaviour and performance
- You will foster an open, collaborative, and accountable environment where team members feel empowered to contribute ideas and solve problems
- You will champion equity, diversity and inclusion, ensuring a respectful and inclusive workplace for all

Learning and development

- You will be proactive in your learning and identify your professional development needs
- We will support your development by providing training and coaching

Being an employee of CACV

- You will contribute to a positive and supportive working environment by treating colleagues with respect and professionalism
- You will demonstrate commitment to our aims, principles, and equal opportunities, adhering to policies that uphold the organisation's integrity and reputation
- You will maintain professional standards in all aspects of your work
- You will comply with health and safety requirements, taking responsibility for your own wellbeing and that of colleagues

General

- You will undertake any other duties reasonably required, in line with the scope and level of the role

This document is intended as a guide only. It is not exhaustive and does not constitute a term and condition of employment.