

**Cheetham Hill Advice Centre
Advice and Volunteer Manager
Job Description and Person Specification**

Overview

This is an internal, operations management post. The postholder is responsible for the effective management, development and delivery of all advice and volunteer functions and activities both in the Centre and at outreach locations. Work is currently delivered at our office base in Cheetham Hill and via home working – fluctuating based upon safety advice and individual circumstances.

Outline terms and conditions

Hours of work:	35 per week over 5 days (full-time)
Salary:	Salary: £30,451 to £32,234 per annum
Holidays:	30 days per year + Public Holidays
Appointment:	Permanent (subject to funding)
Pension:	NEST pension scheme in place (3% employer contribution)
Responsible for:	CHAC advice staff; CHAC volunteers
Responsible to:	Manager

Main purpose of the job:

- Manage, develop and continuously improve the advice service to meet identified need and to promote the health and wellbeing of Manchester residents.
- Manage, develop and continuously improve the volunteer service, providing a diverse range of roles to help meet residents' advice and other support needs and to offer positive and meaningful experiences for volunteers.
- Lead the advice and volunteer teams.
- Work collaboratively with others in order to enhance relationships and to improve access to other advice and support services for residents.

Main tasks:

1. Equal Opportunities

1.1 Perform all duties having full regard to the Charity's Equality, Diversity and Inclusion Policy.

1.2 Foster a culture of collaboration and inclusion amongst and between all staff and volunteers, thereby promoting the values and beliefs of the organisation.

2. Advice Management

2.1 Responsible for the line management of all paid advice staff, providing annual appraisal and regular supervision sessions, monitoring and managing performance, and identifying and meeting agreed learning and development needs.

2.2 Participate in and support the recruitment, induction and training of new staff.

2.3 Ensure the continuous delivery of a high quality advice service, which complies with the requirements of the Advice Quality Standard (AQS), the Office of the Immigration Services Commissioner (OISC), the Financial Conduct Authority (FCA), and any other relevant body.

2.4 Ensure regular case file reviews are undertaken in accordance with the Centre's Independent File Review Policy and Procedure delegating as appropriate to staff with various specialisms and responsibility (e.g immigration advice supervisor, debt advice caseworker etc).

2.5 Offer case strategy advice and support to staff, alongside other senior or specialist advice staff.

2.6 Ensure the effective delivery of all drop-in, appointment and outreach services (where appropriate), holding regular work planning and advice team meetings

2.7 Monitor and evaluate advice and volunteer services in line with funder and/or commissioner requirements, providing project updates and monitoring reports to the Charity's Manager, individual funders and the Management Committee, as required.

2.8 Support the continuous improvement of advice services through the genuine engagement of staff, volunteers, residents and other stakeholders in the design and delivery of services.

3. Volunteer Development

3.1 Develop and maintain a volunteer strategy for the organisation, building on CHAC's strong volunteering traditions and dissemination of good practice.

3.2 Help to engage, recruit, and retain a diverse volunteer force, working collaboratively with Partnership where appropriate, in order to make our services accessible and relevant to the local community.

3.3 Manage, support and motivate volunteers, offering regular 1-2-1 sessions to identify their individual aspirations and ambitions, and drawing up personalised development plans to meet and monitor individual learning needs.

3.4 Develop and ensure delivery of an in-house learning programme to run parallel to a basic nine day volunteer training programme, to ensure consistency of approach and understanding by all volunteers regarding CHAC systems, policies and procedures.

3.5 Organise and ensure delivery of relevant follow-on training for volunteers to increase their knowledge, skills and confidence as well as to enhance CHAC services.

3.6 Organise and run regular volunteer meetings and reward and recognition events to celebrate volunteer achievements and to enable them to meet together to provide feedback about their experiences, share information, highlight improvements to the volunteer programme, and influence the development and delivery of services.

3.7 involving volunteers in the designing and delivery of basic training to members of the community.

3.8 Keep up-to-date and ensure compliance with all legal requirements concerning the recruitment and placement of volunteers, managing and mitigating any potential risks.

4. Fundraising

4.1 Help to deliver activities that promote the involvement of local people in various fundraising activities such as community events and local engaging activities.

5. Other duties

5.1 In conjunction with the Manager and other staff, assist with a range of tasks to ensure the smooth running of the charity, including covering for absent colleagues' work.

5.2 Keep up to date with relevant welfare benefits policy, legislation and case law, and maintain a good knowledge of housing and debt advice issues and solutions.

5.3 Participate in supervision and appraisal, taking responsibility for own professional development and participating in learning activities as agreed with the charity's Manager.

5.4 Deputise for the Manager, as and when required.

5.5 Represent CHAC at relevant external meetings as required by the charity's Manager.

5.6 Undertake any other duties within the scope of the post, as required by the Manager.

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	Minimum Essential Requirements	Assessment Method*
	Experience	
1.	Experience of managing or supervising advice staff and/or volunteers	A/I
2.	Experience of delivering an accessible social welfare advice service	A/I
	Skills and Knowledge	
3.	Ability to understand and implement an equal opportunities policy in an ethnically diverse community	A/I
4.	Ability to manage, motivate, supervise and support advice staff and volunteers	A/I
5.	Ability to monitor, collate and analyse statistical and other data, and adapt services in response to advice need	A/I
6.	Good communication and presentation skills with an ability to design and deliver a programme of in-house learning	A/I
7.	Excellent organisational and planning skills	A/I
8.	Substantial knowledge of key areas of social welfare law, with an understanding of the impact of welfare reform on individuals and families	A/I
9.	Ability to foster collaborative and long-lasting relationships with external partners	A/I
10.	Ability to work well in a team	A/I
11.	Commitment to, and ability to implement, the organisation's values and beliefs of believing in social justice and working in a genuinely collaborative way	A/I
	Other requirements	
	Willingness to undertake training as appropriate	I
	Willingness to work, on occasion, outside normal working hours, with time off in lieu	I

* A = application form I = interview

This post is subject to an enhanced DBS check

This is a full time post. However we would consider splitting the job into a part-time staff management post and part-time volunteer management post. If you are interested in one of the split posts then please indicate this on your application form.