



Chief Executive Officer

Job pack

Thank you for your interest in working at Citizens Advice, East Devon. 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 values
- 3 things you should know about us Nationally
- Overview of Citizens Advice and Citizens Advice, East Devon
- The role profile and personal specification

You may also like to look at our websites for East Devon:

www.citizensadviceeastdevon.org

And for National: www.citizensadvice.org.uk

Want to chat about this role?

If you want to chat about the role further, you can contact Edwina Bradshaw (Chair) by emailing EBradshaw@citizensadviceeastdevon.org or calling 07580 222949



National CA 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

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

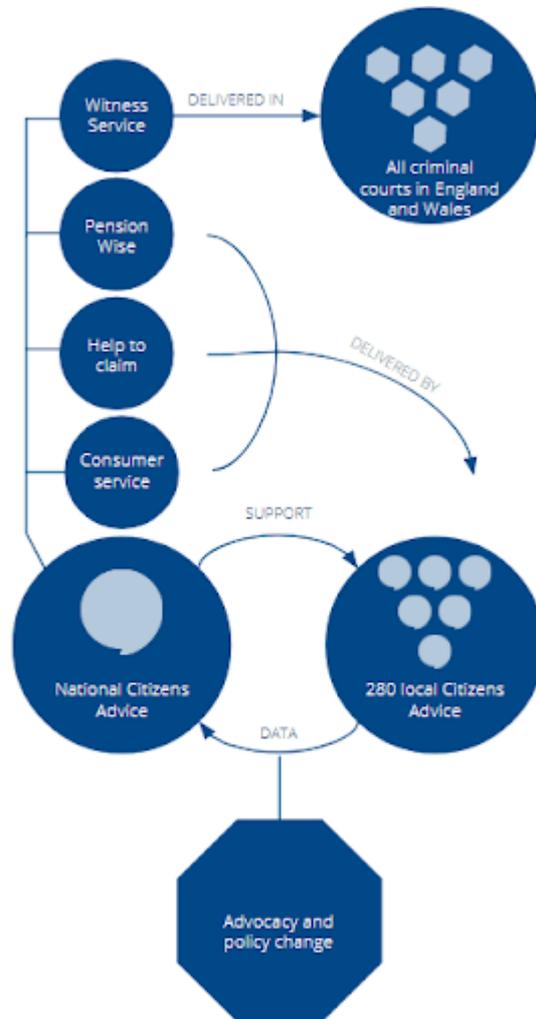
This role sits our network of independent charities, delivering services from

- 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.



How Citizens Advice East Devon works

Our community

We serve the people of East Devon, which is an area of around 148,000 people spread across a geographical area of over 300 square miles. East Devon is the largest District in Devon, with population growth of almost double the average growth for Devon over the past five years. The area we support is a mixture of rural areas and market towns and villages. Exmouth is the largest town in East Devon and the fifth largest in the county of Devon, with 48,000 residents. The other towns are smaller with 14,000 residents in

Sidmouth, 11,000 residents in Honiton and 7,000 in each of Axminster and Seaton. The new development at Cranbrook has added 5,000 new residents to the area, with the majority being working-age families with an out-commute to Exeter and the nearby Science Park and airport.

East Devon reflects the general trend within Devon towards an ageing population. It has a higher-than-average percentage of residents over the age of 60 and a lower-than-average percentage of residents under the age of 40. The population is affected by significant in-flows of people above state retirement age and significant outflows of working age people under 40.

Staffing

Citizens Advice East Devon operates as a small team of paid staff, supplemented by a larger team of volunteers. Staff report to the CEO, who in turn is accountable to the Board of Trustees. Within our small team there is an emphasis on every team member knowing their value, rather than on people knowing their place. This works to empower team members in every position to speak for the clients; to have input into the design and running of our services, and to share the satisfaction that comes from knowing we have brought dignity and empathy to every client contact.

Our core values as a team of people dedicated to working with and for the community in East Devon inform the way we run our organisation, and the outcomes we achieve for our clients.

Funding

We receive our core funding from Devon County Council, East Devon District council and the larger Town Councils. We participate in pan-Devon projects through Citizens Advice Devon, the consortium of Devon Citizens Advice offices.

Our strategic priorities for 2022/3

- 1) Leadership: We will assess the options for future strategic and operational leadership of the organisation and decide how to best move forward.
- 2) Premises and Technology: We will carry out a full review of options for physical premises across our large district council area and an assessment of the use of technology to reach clients where we do not have permanent premises.
- 3) A healthy team culture: We will develop and implement a comprehensive set of actions to improve the culture of the organisation.
- 4) Advice: We will continue to enable our staff and volunteers to give high quality advice and ensure that we are available to those who need us most in a way that works for them.

5) The role

The Chief Executive Officer reports directly to the Chair and the Trustee Board. The CEO has ultimate responsibility for the delivery of CAED services and implementation of strategy. The CEO is also responsible for maintaining and promoting CAED's reputation within the local area.

Role profile

Planning and development

- Manage the development of the service to ensure that the strategic development of the organisation, its management and its services to clients reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain an awareness of the operating environment such as those legislative developments, social trends and local needs likely to affect demand for advice and opportunities for service development.
- In conjunction with the governing body, develop, implement and monitor the business and development plan as required by the Citizens Advice membership scheme.
- Translate organisational objectives into team and individual work plans with clear and realistic targets.

Supporting governing body

- Arrange and attend meetings of the organisation's governing body, including the annual general meeting and any special general meetings.
- Advise the governing body on financial, staffing and service delivery issues and on compliance with the Citizens Advice membership scheme and all other relevant legislation.
- Report to the governing body on progress against the business plan and agreed objectives.
- Prepare and draft the organisation's annual report.

Service delivery

- Maintain an awareness of organisational and technological developments and ensure that the service operates in ways which make best possible use of the resources available.
- Ensure, delegating as appropriate, that each service location is adequately managed, staffed and resourced.

- Develop and maintain common practices to ensure that standards of service delivery are met and appropriate systems are in place for staff supervision, case recording, statistics, follow-up work and quality control.

Resource acquisition

- Research and respond to advice needs, in particular the needs of identified disadvantaged groups and the different geographical areas.
- Develop the organisation's funding base by identifying potential funding opportunities consistent with the aims of the organisation and the operating environment, and applying for funding as agreed by the governing body.
- Negotiate and review all grants and service agreements in consultation with the governing body, ensuring that existing services are adequately funded and appropriate grant applications are made.
- Maintain appropriate relations with funders, fulfilling all reporting requirements and ensuring compliance with contracts.

Financial management

- Maintain day-to-day financial control of the service within budget heads agreed by the organisation's trustee board.
- Ensure that all finances are properly administered and monitored and that appropriate financial regulations and controls are in place and in use at all times.
- Prepare and review detailed budgets for approval by the governing body in conjunction with the honorary treasurer and / or appropriate sub-committee and auditors.
- Oversee the preparation of accounts and financial statements in conjunction with the honorary treasurer and / or appropriate sub-committee and auditors.
- Ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and other initiatives.
- Act as a cheque signatory and authorise expenditure up to limits as agreed by the governing body.
- Make regular reports to the governing body on income, expenditure and any variations from budgets.

Staff management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Regularly evaluate staff learning and development needs and ensure that learning and development needs are identified and met in accordance with Citizens Advice standards.
- Convene and chair regular meetings of the management team, of all paid and unpaid staff and negotiate with staff reps / union reps / volunteer reps as required.
- In accordance with Citizens Advice and organisational procedures, assist the governing body in implementing and monitoring employment policies and procedures.
- Establish and implement a recruitment, induction and staff development policy in conjunction with the appropriate sub-committee.

Public relations and research and campaigns

- Ensure the development of research and campaigns and instigate systems and procedures in line with the research and campaigns requirements of the membership scheme.
- Develop effective relations with appropriate authorities, agencies, organisations and individuals at local and national levels, including councillors, MPs, MEPs and local and national statutory and non-statutory organisations.
- Liaise with Citizens Advice and contribute to its work at regional and national levels where appropriate.
- Develop and oversee appropriate publicity through effective relations with the media and other community organisations and through public speaking.

Administration

- Establish, maintain and monitor effective administrative systems as well as monitor complaints procedures in accordance with Citizens Advice requirements.
- Use ICT as required for the role.
- Ensure that the service is adequately accommodated and equipped in consideration of the needs of clients and staff and the effective operation of the service.
- Act as health and safety officer to ensure that health and safety policies and procedures for staff, premises and equipment are agreed and maintained and comply with statutory requirements.



Person specification

Essential Criteria

- The ability to commit to and work within the aims, principles and policies of Citizens Advice service
- Demonstrate inspirational leadership behaviours that motivate and develop all CAED colleagues to their full potential, that enhance wellbeing, and that deliver excellence in client care and organisational performance.
- Demonstrate the ability to work harmoniously with the Board of Trustees.
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- A good up to date understanding of equality and diversity and its application to service delivery, business development and the recruitment and management of staff and volunteers.

- Proven ability to devise and implement strategic development and resource plans, particularly in the area of service development, staff development and the management of change.
- Demonstrable track record of financial management and budgetary control, and ability to manage a budget under the guidance of the honorary treasurer.
- Understanding of the voluntary sector and, in particular, knowledge of strategic and policy environment in which the advice sector operates.
- Ability to lead and contribute to a team, including the ability to prioritise work, identify and develop ideas and opportunities, delegate effectively, handle pressure, and take day-to-day decisions on the running of the organisation.
- Capability of influencing external change and the ability to earn and maintain the trust of those people with whom the organisation deals, especially funding bodies and donors.
- Track record of successful income generation, through fundraising, commissioning and marketing activities.
- Track record of managing ICT in a business environment, including the ability to: select ICT packages; undertake ICT business planning, develop and maintain management information systems and procedures; and manage supplier relationships.
- Broad understanding of the operation of local and national government and the administration of public and legal services, including an understanding of commissioning.
- In accordance with Citizens Advice national policy the successful candidate will be screened by the DBS. Citizens Advice recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates as BAME and disabled people are currently under-represented throughout Citizens Advice. We are a member of the race equality campaign at Business in the Community, the Prince's responsible business network and are committed to improving the employment opportunities for ethnic minorities across the UK. We also welcome applications from LGB and Trans and non-binary candidates). We have made a positive commitment to employing disabled people and guarantee to interview all disabled candidates who meet the minimum essential criteria for the role as set out in the role profiles.



Terms and conditions

Job title: Chief Executive Officer

Place of work: Our main office is in Exmouth and this will be your normal place of work. Post covid, we are developing and formalising our hybrid working arrangements and encourage flexible working based at home and in the office.

Hours: The role is offered up to .8 FTE on a flexible basis; however, we may consider alternative options if candidates can demonstrate their ability to meet job requirements

Salary: circa £35,000 FTE – 37 hpw

Annual leave: 28 days (FTE) includes bank holidays - per annum

Pension Scheme

Application form on request to: VenetiaP@citizensadviceeastdevon.org

Closing date for applications: Friday, 20 May 2022

Date of interviews: w/c 6 June 2022