



**Hart Portsmouth
Rushmoor**

Joining Forces for Families



Job Role; Project Manager Joining Forces for Families

- 26 Hours per week (3.5 days)
- FTE Salary – £25,000 (£17,500 pro-rata + 5% Pension Contribution)
- Secondment or Fixed Term Contract for 2 years

Reporting To ;Chief Officer Citizens Advice Hart or nominated manager

Job Purpose:

- To develop and support a county wide partnership to ensure effective project delivery
- To manage a team of paid and volunteer staff to deliver the project services.
- To ensure effective management of casework, compliant with relevant project requirements and advice quality standards.

Main duties and responsibilities

1. Project Set up

- 1.1 Develop internal office administration, information assurance, quality of advice processes and procedures for the successful launch and delivery of the service and project
- 1.2 Work with project lead and delivery partners to recruit members of the projects staff and volunteer cohort
- 1.3 Develop a training programme for project staff and volunteers
- 1.4 Develop communication systems and referral processes for effective liaison with internal and external stakeholders

2. Service delivery:

- 2.1. Take responsibility for the delivery of agreed services to comply with funder requirements and quality standards.
- 2.2. Liaise with project's funder and delivery partners, including provision of relevant reports and project information as required.
- 2.3. Ensure caseloads, appointments and referrals are managed effectively using project's resources to best effect.
- 2.4. Implement and support shared best practice with generalist advice team, to enable best use of resources to meet client needs.
- 2.5. Undertake Advice Session Supervision at agreed times.
- 2.6. Manage a small caseload to be agreed with line manager, to maintain appropriate skills.

3. Staff management:

- 3.1. Take responsibility for agreed line management of paid and voluntary staff, to include supervision, appraisals and performance management.
- 3.2. Encourage positive teamwork and communication between all members of staff and volunteers, fostering a responsive and supportive team culture.
- 3.3. Participate in the recruitment, selection and induction of paid staff and volunteers.
- 3.4. Assist in the identification of training needs of relevant staff through support, supervision and quality monitoring.
- 3.5. Organise training and develop learning opportunities for staff and volunteers
- 3.6. Organise and lead relevant team meetings and training activities.

4. *Service Development*

- 4.1. Maintain positive liaison and development activities with key external stakeholders, assisting in identification of opportunities for service development where relevant.
- 4.2. Support the Lead partner and project Steering Group, including provision of relevant data and management information.
- 4.3. Participate in planning and policy development where appropriate.
- 4.4. Monitor service provision and recommend improvements where relevant to better meet client needs in consultation with the Chief Officer.

5. *Financial Management*

- 4.1 Assume responsibility for designated expenditure approving all associated invoices assigned to the role

6. *Other Management Tasks*

- 6.1. Maintain a healthy and safe working environment for self and others where agreed, with due regard to relevant policies and requirements.
- 6.2. Maintain Information Assurance procedures in line with internal policies and GDPR regulation
- 6.3. Ensure relevant systems and procedures are clearly understood and followed.
- 6.4. Additional tasks which may arise appropriate to the grade and nature of the job.

Person Specification

Project Manager – Joining Forces for Families

Experience and Knowledge

1. Experience of managing projects and delivering to relevant requirements and milestone
2. Ability to lead a project's developments, demonstrating understanding of key requirements.
3. Experience of taking responsibility for managing key tasks, meeting deadlines and managing competing demands effectively.
4. Understanding of management responsibilities, with particular emphasis on staff development, and performance management.

Skills

5. Ability to deliver effective presentations to and to form relationships with external and internal stakeholders
6. Commitment to working within the Citizens Advice service values and principles
7. Ability to develop an inventive, responsible and supportive organisation and team culture
8. Proven ability to keep up to date with technology and take individual responsibility for learning new technologies.
9. Effective oral and written communication skills