



Head of Services

Job Pack

Citizens Advice Hart

Thank you for your interest in working at **Citizens Advice Hart**. This job pack includes everything you need to apply for the role and insight into what it means to work with us.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Hart
- The role profile and person specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you'd like to discuss the role, please contact **Sam Mabbott, our CEO**, at:

ceo@citizensadvicehart.org.uk

Our Values

We're inventive. We're not afraid of trying new things and we 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 Us

1. **We're local and national.** Around 300 independent local Citizens Advice services across England and Wales are supported by a central national organisation.
2. **We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix societal issues. Whatever the problem, we won't turn people away.
3. **We're listened to - and we make a difference.** Our trusted brand and quality research allow us to influence policy changes for the people who rely on us. We are proud to be the **People's Champion!**

Overview of Citizens Advice

The Citizens Advice service comprises the national charity and a network of around 300 local members, delivering services from:

- 600+ local outlets
- 1,800+ community centres, GP surgeries, and prisons

With:

- 6,500 local staff
- Over 23,000 trained volunteers

Our reach means that 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive.

How Citizens Advice Hart Works

Citizens Advice Hart delivers multi-channel advice—via telephone, email, webchat and face-to-face—across **Hart district**. We operate from one primary

office in **Fleet** with an outreach office in **Yateley** and outreach community hubs across the district.

Our district includes both affluent and deprived areas. We offer targeted outreach, specialised casework in areas like **debt and housing**, and dedicated support to clients being discharged from hospital or using foodbanks. Our **team of 15 staff** (mostly part-time) and **40 volunteers** work together to support our local communities.

We are actively growing and partnering with nearby Citizens Advice services to maximise our impact. This role may expand in the future to include regional leadership.

Head of Services Role

Citizens Advice Hart seeks a **dynamic and highly motivated leader** to lead our dedicated and diverse staff and volunteer team delivering exceptional high-quality information and advice across our organisation.

Reporting to and working closely with our Chief Executive, this is a role at the very heart of our charity. The successful candidate will be responsible for overseeing the operational running as well as the development of our advice services and projects. Demand for our help to deal with the impact of rising cost of living remains high. The postholder will be passionate about developing partnerships while also wanting to achieve the highest standards in advice delivery.

You'll look for ways to make our organisation's processes efficient and accessible to ensure we provide straightforward ways for as many clients as possible to access our services, while making sure we meet our Key Performance Indicators (KPIs). You'll have an eye for detail and be able to support the team to deliver a high-quality service for clients and communities across Hart.

You will have an excellent understanding of equity, diversity, inclusion and work to promote and enhance this throughout our organisation. Good understanding of advice and advice issues e.g. housing, debt, employment, and benefits is useful to support management of the team with complex work and oversee our quality of advice.

The successful applicant will be a confident and positive leader with a willingness to embrace change, possessing excellent operational management experience within high performing multi-channel advice service or similar, preferably with a good understanding of Citizens Advice.

Main Purpose

- Lead and ensure the smooth, efficient running and high quality of all advice services and projects
- Ensure that Citizens Advice Hart achieves its responsibilities to advocate for the people we support - highlighting the issues and barriers that affect their lives, through a strong programme of research and campaign activities that influence change in policies and practices at a local and national level
- Lead the smooth and efficient running of the day-to-day operation of the organisation ensuring that the client and community remains at the heart of all we do
- Work with the Chief Executive and Senior Management Team to ensure that the organisation delivers on its strategic plan
- Manage the service delivery of any projects in addition to our mainstream advice service as required
- Provide leadership for advice delivery based legal requirements including information assurance, FCA accreditation, safeguarding, and complaint handling
- Be proactive in working with other local Citizens Advice to embrace joint working across our advice services
- Ensure service delivery is aligned with Citizens Advice national standards (QAA, AQS)
- Monitor and evaluate service performance using KPIs and client outcomes
- Support continuous development and wellbeing of staff and volunteers
- Champion a culture of inclusion, collaboration, and high performance
- Support new service development, pilots, and community partnerships
- Collaborate with external partners, including NHS, local authorities, and other LCAs
- Ensure adherence to GDPR, safeguarding, health and safety, cyber security
- Contribute to organisational risk management and internal policies

- Provide regular service updates and data reports to Chief Executive and trustees
- Contribute to funder reports and strategic planning documents

Person Specification

- Ability to lead and manage a team, taking decisions in the day to day running of a busy advice service
- Proven ability to communicate effectively verbally and in writing and use IT systems for the provision of advice services
- Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing
- Proven experience of developing, planning, monitoring, and evaluating and reporting on the outputs and outcomes of services and projects
- Proven ability of monitoring and maintaining service delivery against agreed targets
- Understanding of advice issues and the root cause of these for our clients
- The ability to recruit, develop and motivate staff and volunteers
- Proven ability to create a positive working environment in which equality, diversity and inclusion are well managed, dignity at work is upheld and our team are empowered and motivated to do their best
- Proven ability to monitor and maintain casework systems and procedures
- Ability to manage service delivery against agreed targets, including quality and training
- Ability to meet, or work towards the organisation's competence requirements for an Advice Session Supervisor to support the organisation if required
- Ability to plan and manage projects, budgets and contribute to decisions on the allocation of resources
- Basic knowledge and understanding of safeguarding and other legal compliance

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

Terms and Conditions

- Salary in the range of £37,000 to £41,000 per annum (depending on experience)
- Permanent contract for 30 hours per week, flexibility of hours up to 37.5 hours per week for the right candidate
- Working primarily from our office in Fleet with some home-based working considered
- Travel expenses to external meetings can be paid in line with our expenses policy

What We Offer Our Staff

- 5% pension contribution with The People's Pension
- 25 days annual leave **plus** bank holidays (pro rata for part-time)
- Access to Counselling Line
- Free parking at our Fleet office
- A friendly and welcoming team
- Free tea/coffee/biscuits and even homemade cake at times!
- 100% of our staff would recommend working at CA Hart in our recent People Management Survey

We look forward to receiving your application.