



# External Contracts Manager

## Job pack

Thanks for your interest in working at Citizens Advice Staffordshire South West. 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
- Overview of Citizens Advice and Citizens Advice Staffordshire South West
- The role profile and personal specification
- What we give our staff

### **Want to chat about this role?**

If you want to chat about the role further, you can contact Angela Jones by emailing [angela.jones@citizensadvicessw.org.uk](mailto:angela.jones@citizensadvicessw.org.uk) or calling 07719958879

## Our 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 us

**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.

# How Citizens Advice Staffordshire South West works

The Citizens Advice service has had a presence in Staffordshire since 1939. As a charity, our community-based service has always strived to help anyone who needs it. We are well known, well established and a well-respected organisation that has grown and diversified over 80 years.

Citizens Advice Staffordshire South West has 100 volunteers and staff who work with over 10,000 people to address more than 30,000 issues every year, providing free, independent, impartial and high quality advice. Our service gives people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We provide face-to-face support at our five main offices and additional outreach venues across the districts of Stafford Borough, Cannock Chase and South Staffordshire. Further support is available by telephone, email and web chat so clients can access the service in a way that suits them.

The main areas of advice we provide are welfare benefits, universal credit, debt, housing, fuel poverty, employment and family matters and we are the only service who is there to support everyone whatever their issue. We provide additional specialist casework services for debt and housing. Further specialist services include Victim Gateway, Pension wise and Building Better Opportunities.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people's lives.



# 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.





## The role

Reporting to the Head of Services, the External Contracts Manager will work as part of the Management team and will take responsibility for ensuring delivery of contracted services to client groups as specified by the contracts



## Role profile

### **JOB PURPOSE:**

- Working as part of the Management Team to lead and manage staff teams and ensure service delivery of contracted services
- Monitoring staff performance to ensure targets, outcomes and outputs are met to maintain contract compliance
- Maintain and develop relationships with key partners
- Manage contract staff and support the teams

### **PRINCIPAL TASKS AND RESPONSIBILITIES:**

#### **Planning and Development**

- Contribute to planning and development of new contracted services in conjunction with the Head of Services and Management Team
- Attend regular meetings with identified partners
- Develop, monitor and manage referral protocols

#### **Service Delivery**

- Allocate work and monitor performance against contractual targets
- Manage service delivery, ensuring adequate cover from available staff
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Work with Team leaders to ensure quality standards are maintained

- Advise as part of the Management Team on staffing, service provision and operational issues, reporting areas of concern to the Head of Services
- Ensure contract compliance
- Be the point of contact for relevant contracts

### **Staff Management**

- Line manage and support a dispersed staff team(s), often working remotely
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best
- Share responsibility as part of the management team for the recruitment and selection of paid staff and the induction of new staff
- Manage the effective performance and development of staff through regular supervision sessions, appraisals and the assessment of learning and development plans
- Implement appropriate performance management procedures to ensure competency across staff teams and contract compliance
- Report staff performance and HR issues to the Management team
- Contribute to disciplinary and grievance procedures as part of the Management team
- Contribute to development and training plans for staff
- Manage lines of communication between staff working remotely and across different projects at multiple sites

### **Management Team**

- Attend meetings of the Management Team, Trustee Board and sub groups as required
- Prepare reports to the Management Team and Trustee Board
- Report to the Head of Services on service delivery issues and staff problems and successes
- Contribute to the preparation of the Annual Report and Impact Report

### **Research and Campaign**

- Assist with research and campaign work and ensure staff meet individual targets
- Provide statistical information on the number of clients and nature of cases, providing regular reports to the Management Team
- Contribute to campaigns as and when required

## **Professional Development**

- Keep up to date with relevant legislation, policies and procedures relating to appropriate contracts
- Attend relevant internal and external meetings as agreed with Head of Services
- Prepare for and attend supervision sessions/ team meetings as appropriate
- Assist with service initiatives for the improvement of services
- Comply with requirements for CPD

## **Administration**

- Use IT for statistical recording, record keeping and document production
- Maintain local information systems
- Support the Performance & Monitoring officer in the compilation of contract performance reports to funders, Management team and Trustee Board
- Keep up to date with policies and procedures relevant to the organisation's work and undertake appropriate training
- Oversee and monitor effective administration systems

## **Partnerships and Public Relations**

- Develop and maintain close relations with relevant external agencies, partners and funders
- Be the first point of contact for relevant partners
- Maintain an awareness of alternative funding opportunities and contribute to bid opportunities
- Represent the service on statutory, voluntary and commercial organisations, professional bodies and institutions as agreed with Head of Services
- Promote the work of CASSW locally
- Contribute to maintaining and strengthening the relationship with Citizens Advice

## Other duties and Responsibilities

- Carry out other tasks that may be within the scope of the post to ensure the effective delivery and development of CASW
- Demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by Health and Safety Guidelines and share responsibility for own safety and that of colleagues



# Person specification

## Essential Criteria

- Effective communication skills, verbally and in writing
- Proven experience of the ability to manage and lead a team, prioritising own work and the work of others
- Proven experience of people management, including ability to recruit, develop and motivate staff
- Experience of managing a remote staff team
- Experience of contract management and ability to implement, monitor and maintain service delivery against agreed targets and contract specific requirements
- Ability to develop individuals or groups by providing support, guidance or training
- Proven experience of ability to supervise and monitor advice and support work; to maintain and develop systems and procedures
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment
- Proven experience of liaising and working with partners, funders and external organisations while representing CASSW

- Ability to monitor and maintain own standards
- Understand, empathise with and be committed to Citizens Advice's aims, principles and policies
- Demonstrate understanding of social trends and their implications for clients and service provision

### **Desirable Criteria**

- Ability to contribute to sourcing and making applications for new funding streams
- Willingness to represent the Organisation in the local community
- Willingness to work outside of normal office hours
- Experience of working with volunteers
- The ability to drive and have access to a car

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



## **What we give our staff**

- **A competitive salary**
- **Regular training opportunities**
- **Work Place Pension Scheme**
- **Support to carry out your role**
- **Opportunities for career progression**