

**Human Resources and Administration Manager**

Job pack

Thanks for your interest in working at Citizens Advice Bristol. 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 Bristol
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**If you want to chat about the role further, you can contact Joanne Goldsworthy by emailing joanneg@bristolcab.org.uk. |

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| **https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE 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. |
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| **https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP** | **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 Bristol works**

Citizens Advice Bristol is an independent local charity that works in partnership with a wide range of agencies across the city of Bristol. We are a member of the national Citizens Advice network. We are an inner city service operating in a multicultural community with around 50 staff (almost all part time) and over 50 volunteers providing advice and casework to people across Bristol.

Since the pandemic we have delivered advice by phone, email and letter covering a wide range of subjects including Welfare Benefits, Debt, housing and employment. Currently, the majority of our workforce are based at home with a core group based in our office to support that process.

This is an exciting time to join us as we experiment with new ways of working, learning from the experiences of the pandemic and using that knowledge to shape our services for the future.

  **Overview of Citizens Advice**

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| 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. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

  **The role**

The HR and Admin Manager manages the personnel requirements for a team of approximately 100 people which is split evenly between staff and volunteers. This includes recruitment, induction, training and liaising with finance regarding salaries, sick pay, holidays etc. The role includes directly managing our IT and buildings lead person and managing an admin team that supports different projects, as well as the main public facing advice service. An important aspect of the role is to be part of the management team developing the service and ensuring that the organisation adheres to regulatory and national Citizens Advice requirements. GDPR plays an important role with the service and the HR and Admin Manager takes a lead role in overseeing all aspects of the GDPR rules.

  **Role profile**

**Planning and Development**

* Coordinate activities, procedures and systems to promote common policies and/or practices within the organisation.
* Support the strategic development of the organisation to ensure its management and services to clients reflect and support the Citizens Advice service’s equality and diversity strategy.
* Work with the finance team to ensure smooth running of essential activities.

**Service Delivery**

* Provide technical support, act as a consultant and supervise the work of designated staff to ensure that standards meet Citizens Advice guidelines.
* Work with the Director and senior management team, advising on all staffing and service delivery issues.
* Support the strategic development of the organisation to ensure its management and services to clients reflect and support the Citizens Advice’s equality and diversity strategy.
* Manage GDPR requirements for the organisation and act as the main point of contact.

**Staff Management**

* Ensure the effective performance management and development of staff through regular supervision sessions, appraisals and learning and development.
* Support a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
* Plan and allocate work, monitor achievement of deadlines and support staff as appropriate.
* Ensure that the admin team is adequately staffed and resourced, encourage good teamwork and lines of communication between all members of staff.
* Manage the IT and buildings lead and jointly plan work appropriately for the organisation.
* Ensure recruitment and induction of new staff as appropriate.
* Ensure the effective performance management of admin volunteers and staff through regular supervision sessions and the appraisal process.
* Ensure staff and volunteers are aware of the policies and procedures in place to manage how they operate within the organisation.

**Administration**

* Represent the organisation as appropriate at Citizens Advice and other partner and stakeholder organisations locally and nationally.
* Oversee and monitor effective and efficient administrative systems.
* Attend meetings of the organisation's trustee board as required.

  **Person specification**

**Essential Criteria**

1. An understanding of and commitment to the Aims and Principles of the Citizens Advice service.
2. Proven ability to communicate effectively both verbally and in writing.
3. Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
4. Proven ability to line manage people including the ability to recruit, develop and motivate staff and volunteers.
5. Proven ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
6. Good numeracy skills and the proven ability to monitor and maintain various IT systems including databases, spreadsheets and cloud systems.
7. Ability to analyse and interpret complex information, produce and present reports verbally and in writing.
8. Ability to plan and manage projects, budgets and contribute to decisions on the allocation of resources.
9. Flexibility and willingness to work as part of a team.
10. Proven ability to give and receive feedback objectively and sensitively. A willingness to challenge constructively.
11. Ability to monitor, maintain own standards and manage time effectively.

**Desirable Criteria**

1. Experience of maintaining GDPR regulations.
2. Knowledge of PAYE.
3. Previous experience of Citizens Advice Work.

In accordance with Citizens Advice national policy we may 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.

  **Terms and conditions**

* **21 hours per week with possible potential to increase hours in the future.**
* **Salary scale 23-25 £26,999 -£29,361**

 **What we give our staff**

Citizens Advice Bristol has a contributory pension scheme. Staff are allowed 5.6 weeks holiday per year plus bank holidays. Holidays increase by 1 day per year (pro rata) to a maximum of 5 days (pro rata) after 5 years service. Training in advice work is also available.