

North Bristol Advice Centre
2 Gainsborough Square
Lockleaze
Bristol
BS7 9XA
Tel: 0117 9515751
www.northbristoladvice.org.uk

Job Title:	Head of Services
Responsible to:	Director
Grade & Salary:	£32,104 per annum pro rata (+ 4% employer contribution to contributory pension scheme – after qualifying period)
Contract Term:	Permanent
Working Hours:	28 hours per week
Place of Work:	NBAC Office
Probationary Period:	Three months

We are North Bristol Advice Centre (NBAC), an independent charity that has been delivering advice and community services across North Bristol and South Gloucestershire since 1984. Our aim is to promote social justice and combat poverty by providing free and independent welfare benefits and debt advice to over 1800 people each year. We also deliver digital inclusion services.

NBAC is a values-based organisation with the needs of our clients and local communities at the heart of everything we do. We have a solid reputation for high quality, expert advice delivered in a holistic, person-centred way, and a strong track record of innovation and partnership working. A commitment to equality, diversity and inclusion is central to NBAC's ethos.

You will be joining a friendly and committed team who are dedicated to improving the lives of local people. We value our staff and volunteers, recognising that excellent services are delivered by people who feel valued and supported. We actively support the wellbeing of our staff and volunteers, offer flexible working and provide training opportunities and professional development.

For more information please visit: www.northbristoladvice.org.uk.

For an informal chat about the role, please contact Katherine Tanko 0117 951 5751 or katherine@northbristoladvice.org.uk

Main Purpose of Job

As part of the Senior Management Team, you will oversee the management and operations of our advice services, supporting our dedicated staff and volunteers to deliver a quality and expert service that meets the needs of our communities.

This is a key role within NBAC, ensuring good communication and working across our busy teams, and supporting our valued Advice Support Volunteers. You will be responsible for managing efficient and effective operational systems including IT, Recruitment and HR. You will lead on data and monitoring, providing reports and performance management information as required, and ensure compliance with GDPR.

Working alongside the Director, you will contribute to the development of new and existing community-based services in line with our strategic aims.

The ideal candidate will have excellent people and organisational skills, and align with our aims and values.

Key Responsibilities

Operational Management

- Working with our three Team Leaders (Admin, Welfare Benefits and Debt) to oversee the smooth running of advice services.
- Ensuring clear communication between teams, including regular meetings.
- Review and development of processes and procedures to improve and develop services.
- Responsible for compliance with Health and Safety Legislation and annual reviews.
- Oversight and updating of Office Manual, keeping policies and procedures fully updated and compliant.
- In conjunction with Advice Team Leaders, prepare and oversee the Advice Quality Standard Audit (every 2 years).
- Assist the Director with planning and service development.
- To act as senior manager in the absence of the Director.

Data and Quality

- Oversight of data systems and monitoring.
- Compile quarterly KPI reports for Trustees and report on trends, issues or areas of concern.
- Evaluate monitoring data to support learning and service development and improvement.
- Compile reports for funders.

- Manage Advice Pro (our case management system) database to ensure data quality and provide AP training/updaters for staff and volunteers as needed.
- Regular data quality checks and performance reports.
- As Data Officer, responsible for compliance with GDPR.

Facilities and IT

- Overall responsibility for day to day running and management of buildings and premises, working with the Admin Team Leader.
- Overall responsibility for IT systems and liaising with external tech support providers.
- Overseeing purchase of IT equipment, furniture and utilities, securing best-value contracts.
- Review and oversight of all office and administration contracts.
- Dealing with general premises enquires.

HR and Training

- Responsible for management and supervision of up to 10 Advice Support Volunteers.
- Oversight of recruitment and induction, working with team leaders to support new starters into their roles.
- Overall responsibility for co-ordination of in-house training for staff and volunteer team to ensure skills and knowledge are up to date.
- Oversight of HR, Holiday and Sickness Records and ensuring legal employment practices.
- Create and champion a positive working environment in which equality, diversity and dignity at work are upheld and promoted.

General

- To work at all times within NBAC's policies and procedures as detailed in the NBAC Staff Handbook and Office Manual.
- To undertake other reasonable tasks as required to ensure compliance with funding agreements/contracts and to assist in the running of the service.
- To ensure that the Equality and Diversity policy of the Centre is implemented in all aspects of work.

Head of Services - Person Specification

The post-holder is required to be self-motivated with strong people and organisational skills.

Skills & Abilities		Essential	Desirable
Education, Vocational Training & Qualifications	A level/Degree or equivalent		x
	Relevant qualification or substantial training and experience in relevant role	x	
	Evidence of professional development and/or training		x
Experience	Management experience including supervision	x	
	Experience of managing facilities		x
	Experience of a collaborative approach to working and building trust throughout the whole team	x	
	Experience of working in the charity sector		x
	Experience of data management	x	
	Experience of using and case management systems	x	
	Experience of outcomes monitoring and evaluation	x	
Knowledge, Skills & Abilities	Ability to maintain a positive working environment where staff and volunteers feel empowered and motivated	x	
	Understanding of the advice sector, particularly welfare benefits and debt issues		x
	Understanding of the needs of service users in a disadvantaged area		x
	Strong track record of solutions-focused problem solving	x	
	Ability to monitor and maintain service systems and procedures	x	
	Strong IT skills and an experienced user of Microsoft Office programmes	x	
	Ability to communicate effectively with integrity, tact and diplomacy	x	
	Ability to prepare and present reports	x	
	Understanding of HR and Employment practices and ability to keep up to date with legal changes		x
	Excellent organisational skills	x	

Interpersonal skills	Excellent communication and interpersonal skills, with the ability to liaise effectively and positively with individuals from a variety of backgrounds	x	
	Ability to work independently, prioritising and managing workload and meeting deadlines	x	
	Ability to work effectively as part of a team	x	
	Ability to handle a varied workload, often juggling multiple competing priorities	x	
	A commitment to work within NBAC's Equality and Diversity Policy	x	
Other	Access to transport and a willingness to travel locally as required.	x	

To apply

Please submit your CV and a cover letter of no more than two pages which explains why you are interested in the role and how you meet the requirements set out in the Job Description and Person Specification to katherine@northbristoladvice.org.uk

Deadline for applications: 5pm Monday 26th June 2023

Interviews to be held: Thursday 29th and Friday 30th June 2023