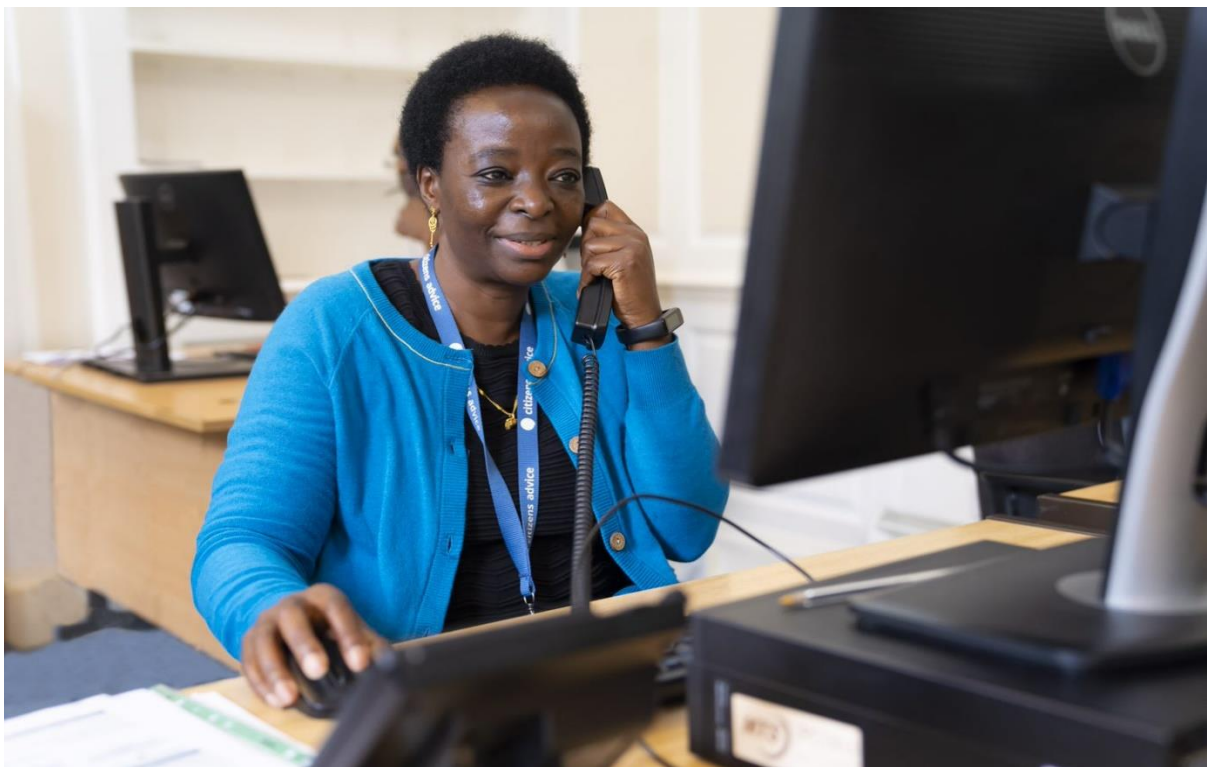


Recruitment Pack

Post Title: Client Services Director

Salary: £45,000 PA

Closing Date: 9:00am Monday 27th June 2022



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Introduction from Kate Algate, Chief Executive

Thank you for taking the time to consider joining us at Coventry Citizens Advice. We are one of the largest Citizens Advice organisations in the country, helping around 10,000 people per year with over 50,000 issues. We identify and help secure nearly £13 million in financial gains which clients either did not know about or hadn't accessed before. For more information about what we achieve for our clients, our annual impact report can be found on our website www.coventrycitizensadvice.org.uk/about.

We want to make society fairer, and we do that with each client, helping people find a way forward for their individual problems, and by influencing how the policies of the local authority, government and the private sector impact on our clients' lives.

The world has changed considerably and so have we. With Covid-19, we have invested in our IT infrastructure ensuring both our workforce is agile, but also that our clients can still access our services when they need us the most. We have revised our services to ensure that we are flexible and can meet the changing demands for our services. But there is still more we want to do.

The new role of Client Services Director is a pivotal part of our journey. With experience of multi-channel customer service with the ambition to drive change to ensure that we are delivering the best customer experience we can using our available resources, you will be in the driving seat to ensure we achieve this.

Prior to Covid-19, many people's incomes hadn't grown for years. They're now being squeezed further by the current cost of living crisis, inflation, and welfare reform. We see many clients who are struggling to re-pay debts whilst dealing with employment, family, consumer, housing, and other issues. An increasing number of people are finding themselves in challenging circumstances and turning to us for support.

We are always looking for ways to improve our services and work more closely with partners. This means new opportunities to experiment locally through co-design and partnerships across a range of different sectors. We are looking for people who can think about how things could be done differently to be more effective and efficient and bring their ideas to the table for discussions with their peers.

Working for Coventry Citizens Advice is extremely rewarding due to the positive impact and high-quality service we provide for our clients. Our clients are fundamental in all of what we do and as such our Values are key to how we work across the charity. Prior to applying, please ensure that you understand and agree with our Values which can be found below, alongside the essential criteria within the job description.

Thank you for your interest in applying for a role within Coventry Citizens Advice and good luck in your application.

A handwritten signature in black ink that reads "Kate Algate". The script is cursive and fluid.

Kate Algate, CEO



About Coventry Citizens Advice

Coventry Citizens Advice is a progressive organisation that has been able to continually innovate and develop new services over the course of the 80 plus years it

has been running. Coventry Citizens Advice has been able to demonstrate excellence in several areas and been commended for its volunteer training, information service and partnership working. We are multi, local and national award winners in areas of Research & Campaigning, Service Development and Money Advice.

Coventry Citizens Advice has a Trustee Board, all of whom bring professional skills and knowledge of the city and are responsible for setting the strategy and budget for the service. Day to day responsibility for the running of the organisation sits with the Chief Executive who, alongside the Senior Management Team oversees the day-to-day running of local Citizens Advice office services. The organisation has around 75 paid members of staff and 20 volunteers. Our new Volunteering Strategy will drive our volunteering offer with the ambition to have 100 volunteers helping with client facing services.

Our busy core services operate daily on weekdays and clients can contact us for advice online and via the telephone. We also offer face to face appointments for those clients whose needs cannot be met digitally or by telephone.

The organisation service has embarked on exciting partnerships with a range of private sector organisations such as Western Power to offer energy advice and support, and with Coventry Building Society to help increase digital inclusion and debt advice.

We continue to work with existing and new partners across all sectors to deliver quality services to the most vulnerable in our society such as an Integration Project to support refugees, advice and information to young people in need and housing projects to help those out of crisis.

Website: www.coventrycitizensadvice.org.uk

Facebook: @CoventryCAB

Twitter: @CoventryCA

Our Values:

Our core values as an organisation are: Professional, Accessible, Innovative and Empowering. We look to embed them in every aspect of the work we do, how we behave and how we support each other. Together we ensure that our values are brought into behaviours that we demonstrate every day so that we can offer the best possible service to our clients. We have a Behaviour Framework for all staff and volunteers, and everyone at all levels of the organisation strives to work in this way:



We are professional because we are:

Respectful

- We respect all people we work with including clients, colleagues and those from funders and external agencies, treating them equally, and without judgment.
- We respect external agencies, funders, colleagues when negotiating on behalf of clients to ensure the professional reputation of the organisation.
- We remain impartial in the way we deliver advice, respecting and appreciating the diverse nature and culture of our community.
- We talk about our work and our clients in a way that upholds and reinforces confidentiality and privacy.
- We respect colleagues, share best practice with each other, work as a team, acknowledging our different strengths and helping each other to deliver quality advice and guidance.

Accountable

- We are accountable for our own actions and decisions in line with National Citizens Advice guidance and standards required under our AQS accreditation and FCA registration.

- Our managers are accountable to motivate, led and manage their teams within set guidelines.
- We are accountable to our funders, to deliver our service to the standards, outputs, outcomes, and timescales we agreed.
- We are accountable to our clients, to ensure that the advice we give is correct, current, and does not disadvantage them; or lead to detriment.
- We are personally accountable to act in a way that upholds the reputation of CCA, by way of adhering to our HR Policies and Procedures.

Ethical and Lawful

- We are ethical and lawful because the advice/guidance we deliver is researched using recognised and reputable sources such as CPAG, Advisernet. Our advice adheres to the Principles, Rules and Guidance detailed in the FCA Handbook.
- We are bound by and comply with the rules of GDPR.
- We adhere to the National principles of Confidentiality, Independence Impartiality and the service being free of charge.
- We work with clients, advising them about what they are entitled to in terms of benefits and other financial and practical support, seeking to maximise their income or to find a way forward within lawful boundaries.
- We identify that advice and assistance complies with statute, regulation, common law and guidance in respect of such matter as equality and diversity, data protection and consent, health and safety and client care.

Effective at Building Resilience

- We build resilience by educating and teaching our clients how to effectively respond to issues and to resolve them before crisis point.
- If a client is at crisis point, we not only advise them about the best routes to resolve the issues, but also support strategies to avoid repeating the situation.
- We build Resilience amongst staff and volunteers by providing ongoing training and by sharing best practice across the organisation to build a flexible and resourceful team.
- We assess the skills, knowledge and aptitudes possessed by individuals within the organisation to ensure that we can provide advice and assistance without errors and any financial loss or damage to our reputation.

Empowering

- We follow the National Citizens Advice framework which emphasises putting clients in control, using tools, guidance and directed self-help wherever we can. Where self-help isn't appropriate, we advise clients of the available options and consequences so they can choose the right option for their needs.
- We seek to empower colleagues to be both innovative and creative, and to find solutions themselves before seeking support to build their confidence in their work.
- We provide constructive and fair feedback with a purpose to empower colleagues and strengthen the quality standards and effectiveness across the organisation.

Work Collaboratively

- We work collaboratively to ensure the most appropriate outcome for clients. We do this by sharing best practice, experience, and knowledge, referring internally between projects, by promoting the work of other projects, providing training and development opportunities for staff and volunteers and embedding a broad teamwork approach.
- We recognise that different individuals, agencies, teams and communities comprise a wealth of skills, knowledge and expertise.
- We recognise the power of partnership working and seek to signpost clients to other agencies who are better placed to meet needs that are outside our scope.

Communicate Effectively

- We value our team and communicate this effectively to assure everyone they are valued as part of our CCA team.
- We listen to one another, and we contribute to discussions and problem solving.
- We take responsibility for the messages we deliver and how they are communicated. We are engaged listeners and we communicate openly and honestly.
- We use language that is plain and designed to be understood by everyone.

- We use languages and methods of communication other than spoken or written English where appropriate, including Makaton and BSL.
- We make effective use of translation and interpretation services to benefit clients and communities.

Supportive

- We are a team of individuals working towards the same goal. This promotes positive mental health and wellbeing.
- We help to facilitate and provide encouragement to support clients and colleagues achieve their goals. We give thought to our actions and communication to ensure that what we say and do supports the aims of our clients and our colleagues.
- We praise success.
- We don't discriminate or judge.

How to Apply

Please send in a covering letter and CV (no more than five sides of A4 in total) highlighting why you feel you are most suited for this role and how you meet the essential criteria. We advise you use the STAR method to do this (see below). Please indicate if you are available for the interview dates as alternative dates may not be available. Please ensure you complete the equality and diversity questionnaire as this is important to monitor if we are reaching across all communities. All E&D information will be removed prior to shortlisting.

A useful guide is the S.T.A.R. method:

- **Specific** – give a specific example
- **Task** – briefly describe the task/objective/problem
- **Action** – tell us what you did
- **Results** – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.



Disability

Coventry Citizens Advice is committed to the employment and career development of disabled people. As a Disability Confident employer, we guarantee an interview to any candidate with a disability whose application meets all the essential criteria for the post. If you would like to apply for the Guaranteed Interview Scheme, please ensure that you state this within your covering email or letter when sending in your application.

If you consider that you have a disability under the Equality Act 2020 and require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Equality and Diversity

We recognise the benefits of having a diverse workforce and will take steps to ensure this. If you would like to see our Equality and Diversity policy then please let us know and we will provide you with a copy.



Other benefits

We also offer a range of additional benefits:

- Flexible working arrangements
- Fees paid for membership of relevant professional bodies
- Regular professional development
- Health & Wellbeing services provided through Occupational Health, and Employee Assistance Programme LifeWorks
- Free eye tests and contribution towards lenses/spectacles for Computer users if appropriate

Conditions regarding offers of employment

If you are successful and are offered a post, you should be aware that we would offer the post conditionally in the first instance, whilst we follow up on your references, DBS (Disclosure and Barring Service) check (if appropriate), health clearance and your right to work in the UK as detailed below:

Security Clearance

Any offer of employment will be subject to satisfactory completion of a security and pre-employment checks which for this role include DBS checks with Disclosure and Barring Service. The level of DBS check required for this post is Basic. Further information about the security checking procedure is available on request.

Health Clearance

Any offer of employment will be subject to satisfactory completion of a Health Questionnaire and should you disclose any health issues, then any offer of employment will be subject to a satisfactory assessment by Occupational Health. Occupational Health will identify whether there are any reasonable adjustments which can be made to support you at work.

Right to work in the UK

Under United Kingdom immigration rules, it is a criminal offence to employ a person who is subject to immigration control and who has not been granted leave to enter or remain in the UK, or does not have permission to remain in the UK.

Coventry Citizens Advice therefore has a legal obligation to carry out document checks to ensure that you have a legal right to work in the UK. It is also a requirement that we retain copies of the relevant documents.

To avoid potential unlawful discrimination claims we will carry out appropriate checks on all candidates.



Instructions

The closing date for applications is: **9:00 am Monday 27th June 2022**

Interviews: **to be held either on 4th or 6th July 2022 (In the event that you are shortlisted, you will need to be available on either of these dates).**

Coventry Citizens Advice interviews will draw out the skills and competencies required for each role. Details of the interview process will be confirmed at invitation stage.

Please email your application to: recruitment@coventrycab.org.uk

If you are unable to make an electronic application, you may submit your application on paper and post to:

Sylwia Potasz
Coventry Citizens Advice
Kirby House
Little Park Street
Coventry
CV1 2JZ

Please ensure your application arrives before the deadline as applications will not be accepted after this time.

Selection Process

After the closing date we will consider all applications carefully and invite those candidates who appear, from the information available, to be the best-suited for the post to interview.

It is important therefore that your application gives a full but concise description of the nature, extent and level of the responsibilities you have held.

If selected, details of the interview process will be sent to you by email or letter.

Travel Expenses

We do not pay for interview expenses, however we may reimburse candidates on means tested benefits for reasonable travel expenses to attend an interview if prior authorisation has been obtained.

Data Protection and how we will use your information

We will use your application only to inform the selection process - this is our 'legitimate interest' under data protection law. Your application will be kept on record for 12 months after which we will destroy it. If you are successful, it will form the basis of your personnel record with us and we will store it in a manual file. We will hold any data about you in completely secure conditions with restricted access.

Diversity Monitoring

We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor our effectiveness of our policy on Equal Opportunities and Employment. Individuals will not be identified by name.

We shall consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

Job Description & Person Specification

Client Services Director

Salary: £45,000

Contract: Permanent (with 6-month probation period)

Pension:	4% employer contribution
Hours:	Full time with flexible working required to cover out of hours meetings, approximately once per month
Responsible to:	Chief Executive Officer (CEO)
Line Manages:	Project Managers, Volunteer Lead, Quality Assurance Lead
Based at:	Kirby House, Little Park Street, Coventry, CV1 2JZ Hybrid working is in place across the charity, but with the expectation of being in the office at least two days per week. If the role requires more in-person presence at a particular time, then the role holder will be expected to attend the office.

Role purpose and responsibilities:

To ensure that Coventry Citizens Advice (CCA) continues to provide free, independent, advice services in line with the needs of the people of Coventry. To lead and embed changes to our client-facing services to ensure we continue to offer value for money to funders, whilst being accessible to more clients, and maintaining a high-quality service within the resources available to us.

The post holder will do this by:

- Building and managing capacity, leading a 'client first' approach across the charity.
- Ensuring that funder and stakeholder requirements are met in accordance with partnership agreements, grant agreements and contracts.
- Building and maintaining effective partnerships with other organisations for the benefit of residents of Coventry.
- Providing a supportive working environment, with coaching as required, to enable the workforce to be effective and agile within their roles.
- Ensuring operational procedures are consistent and adhered to, satisfying Citizens Advice membership and regulatory requirements. e.g. GDPR, Health and Safety legislation, Advice Quality Standards (AQS) and Financial Conduct Authority (FCA).
- Supporting the CEO to devise operational action plans to fulfil the Business Plan.
- Overseeing the Project Managers' delivery of the action plans across their service areas.
- Identifying and managing operational risks, supported by Project Managers.
- Operating employment law policy and practice in support of an inclusive and diverse working environment.

Direct responsibility for:

- People and performance management including supervision and annual performance reviews.
- Recruitment, induction and training of staff and volunteers.
- Management of HR procedures such as grievances, sickness absence, exit interviews etc.
- Delegation to Project Managers for managing their areas of responsibility ensuring appropriate levels of accountability and supervision, including budgets, management of contracts, impact assessment and data collection.
- Identification of clear client journeys to include service re-design as necessary.
- Ensuring mechanisms are in place and are effectively monitored to facilitate the delivery of a continuous high-quality service, including common standards of service delivery, administrative systems, quality assurance and performance management.
- Maintenance of effective and collaborative working relationships with existing and new partners, funders and networks.
- Ensuring compliance with Safeguarding Procedures and delivery of associated training, with support from Safeguarding Officer.
- Ensuring compliance with Advice Quality Standards are met and adhered to, with support from Quality Lead.
- Lead and monitor complaints in accordance with the Complaints Procedure and Citizens Advice guidance.
- Development and presentation of reports at Board meetings as required, supported by the CEO.

This job description is an outline only and the post holder will be expected to carry out other duties commensurate with the role.

Person specification: Operations Director

Essential Criteria

1. An understanding and keen interest in the work, aims, principles and values of the Coventry Citizens Advice service.
2. Experience at a managerial level in supporting and managing change in a complex organisation including the use of performance frameworks and key performance indicators.
3. Understanding of how to develop client journeys and translate them to operational delivery models including multiple delivery channels such as face-to-face, digital and telephone.
4. Recent experience of line management and the implementation of HR policies and processes.

5. Sound leadership skills with an open and honest approach with the ability to inspire a team and develop a strong team culture with shared values.
6. Excellent communicator with excellent verbal and written skills.
7. 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.
8. Ability to prioritise work, delegate effectively, identify and develop ideas and opportunities and be a proactive problem solver.
9. Experience of managing projects for large complex projects using formal methodology.
10. The ability to analyse and interpret information and data to produce and present clear reports verbally and in writing both to the workforce, Trustee Board and external stakeholders.
11. The ability to work collaboratively with a variety of organisations including partners and funders.
12. The ability to be able to deputise for the CEO and represent the charity in a variety of settings.

Desirable but not essential criteria

1. Educated to degree level
2. Knowledge and understanding of the advice and guidance sector such as AQS or FCA requirements.
3. Line management experience within a customer services or client facing setting.
4. Experience of managing and developing volunteers.

This role will be subject to a basic DBS check prior to commencement of the role.