

Recruitment Pack

CORE Services Manager

Date: September 2026



Introduction from our Chief Executive, Simon Richards

Thank you for taking the time to consider applying for a job at Coventry Citizens Advice. We are one of the largest Citizens Advice organisations in the country, helping more than 13,000 clients per year with over 30,000 issues. We identify and help secure over £8 million in expected financial gains which clients either did not know about or hadn't accessed before.



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 way we deliver services is changing and we are providing advice more and more in the community and our workforce, both volunteer and staff, reflects that community.

You will know that we are in challenging financial times and incomes are being squeezed by rising inflation, energy costs, and increasing cost of housing. Many people are struggling to pay back debts and are dealing with employment, family, consumer, housing, and other issues.

Working for Coventry Citizens Advice is extremely rewarding due to the positive impact and high-quality service we provide for residents. Our clients are fundamental in what we do, and our values are key to how we work across the charity. It is important to us that volunteers and staff share our values, which can be found below.

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, which appears to read 'Simon Richards'.

Simon Richards

Our Values:

Our core values as an organisation are: Respect, Inclusion, Accountability, Professionalism. 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 demonstrate:

Respect and Inclusivity

- Treat all colleagues, clients, and stakeholders with respect, regardless of race, gender, age, religion, disability, sexual orientation, or socioeconomic status.
- Listen actively and empathetically to clients and colleagues, valuing their perspectives.
- Avoid any language or behaviour that could be perceived as discriminatory, harassing, or bullying.

Communication

- Communicate clearly and effectively, ensuring that language is appropriate for the audience.
- Maintain confidentiality regarding client information and sensitive internal matters.
- Use non-judgmental, person-centred language that is supportive and respectful of individual circumstances.

Professional Integrity

- Ensure that all advice provided is accurate, impartial, and in line with the standards set by Coventry Citizens Advice.
- Seek to continuously improve knowledge and skills through professional development and training.
- Be transparent in decision-making processes and acknowledge mistakes or misunderstandings openly.

Collaboration and Teamwork

- Foster a culture of collaboration where staff, volunteers, and partners work together for the benefit of clients.

- Share knowledge and information openly with colleagues to enhance the quality of advice and support offered.
- Support and mentor less experienced staff and volunteers, contributing to a positive and supportive work environment.

Person-centred Approach

- Prioritize the needs of clients, ensuring that advice is tailored to their individual circumstances and delivered in a respectful manner.
- Engage clients in decision-making about their cases, ensuring they are empowered to take informed steps.
- Avoid any behaviour that could exploit or manipulate vulnerable clients.

About Coventry Citizens Advice

Coventry Citizens Advice is a progressive organisation that has been able to continually innovate and develop new services. Coventry Citizens Advice has been able to demonstrate excellence in a number of areas and been commended for its volunteer training, information service and partnership working. We are multi, local and national award winners in a wide range of areas including 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 oversees the day-to-day running of local Citizens Advice office services.

We have an increasing number of projects all of which work collaboratively to deliver the best outcomes for the residents we work with.

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 Employee Assistance Programme 'Health Assured'
- Specialised professional support for a range of issues through 'Peppy'
- Cycle to Work-Scheme

- Free eye tests and contribution towards lenses/ spectacles for Computer users if appropriate
- Standing desks and walking meetings
- Discounts on leisure facilities and a range of discounted offers

Conditions regarding offers of employment

If you are successful and are offered employment, 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 that might affect your ability to work, 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.

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 tick the box you will find on the application form for the scheme.

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. Further information on this is available on request.

How to Apply

Please email your CV and a Cover Letter / Supporting Statement that is no longer than 2 pages to recruitment@coventrycab.org.uk

Instructions

Deadline for applications is Monday, 12th October 2026 @ 4pm.

We reserve the right to close the advert early if recruitment is complete.

Interviews will take place on a rolling basis. We will invite candidates as they submit their applications.

Where we ask you to give a presentation or complete a technical test on the day, we will provide you with further details and indicate the time you have available, as well as making sure you have the resources available to complete the task.

Please email your CV & Cover Letter (no more than 2 pages) to:
recruitment@coventrycab.org.uk.

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

Recruitment, Coventry Citizens Advice, 1-7 Station Street East, Foleshill, Coventry CV6 5FL.

Please ensure your application arrives before the deadline.

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 an interview session.

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 digital 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.

Coventry Citizens Advice

Core Project Manager

Salary:	£ 38 420.00
Hours:	37 h per week (Full time)
Contract:	Permanent
Reporting to:	Operations Manager
Employed by:	Coventry Citizens Advice
Based at:	Coventry Citizens Advice Offices with remote working as required

Purpose of the Role

The Core Project Manager will lead the planning, delivery and development of the Core service. They will ensure both services meet agreed contractual targets, outcomes and quality standards while responding to client needs and organisational priorities.

The manager will lead and support the teams, manage budgets and resources, and maintain effective partnerships. Working closely with the Operations Manager, Team Leaders, Core Coordinator, Volunteer Coordinator and Quality Manager, they will ensure services are accessible, well-coordinated and delivered safely.

Key Responsibilities

Project & Service Delivery

- Lead delivery of the Core service, ensuring agreed contractual targets, outcomes and quality standards are met.
- Monitor performance against agreed contractual targets and outcomes for each service, taking corrective action where required.
- Develop and maintain delivery plans, referral pathways and working procedures appropriate to each service.
- Oversee referrals and casework arrangements, ensuring engagement, triage, acceptance or rejection, contact attempts and allocation meet agreed contractual requirements.
- Ensure financial resilience assessments, action plans, specialist debt interventions and required follow-up are coordinated and appropriately recorded.
- Oversee Core drop-in, appointment, telephone, digital and outreach provision, working with Team Leaders and the Core Coordinator to maintain effective access and coverage.
- Identify risks and implement mitigation strategies to maintain service continuity and quality.
- Escalate significant delivery, staffing, quality and financial risks to the Operations Manager.
- Ensure accurate and timely service monitoring returns and contractual reports, covering performance, client outcomes, financial gains, expenditure and risks.
- Review delivery channels, geographical reach, advice issues and client feedback to improve accessibility, and ensure arrangements for required longer-term follow-up and client stories.

- Lead project evaluations and support continuous improvement and future service development.
- Develop and support exit strategies where required at the end of funding periods.

Team Leadership & Management

- Build, lead, and motivate a team of staff and volunteers to deliver high-quality services.
- Provide line management for designated staff, including supervision, performance reviews, probation meetings and development planning.
- Lead recruitment and induction for the services, and support Team Leaders to oversee daily allocation, adviser workloads and staff support.
- Foster a positive, inclusive, and collaborative team culture.
- Oversee day-to-day service delivery at Kirby House, working closely with the Core Coordinator on reception, appointments, outreach logistics and team communication.
- Work closely with the Volunteer Coordinator, Quality Manager, Core Coordinator and Research and Campaigns Officer to coordinate volunteer support, quality improvement and service development.

Stakeholder & Partnership Management

- Build and maintain strong working relationships with partner organisations.
- Act as a key point of contact for external stakeholders and funding partners.
- Maintain the operational relationship with Coventry City Council, contribute to contract monitoring and delivery meetings, and ensure clear referral pathways and warm handovers between providers.
- Attend meetings and represent the organisation professionally.
- Identify service gaps, emerging community needs, and opportunities for partnership development and improvement.
- Collaborate with internal teams to support research, campaigns, and service development initiatives.

Financial & Resource Management

- Manage the budgets allocated to each service within delegated authority, monitoring expenditure and forecasting resource requirements.
- Plan staffing and resources with Team Leaders, balancing service demand, client contact, case recording, training and supervision.
- Support operational planning and contribute to sustainability and growth opportunities.

Quality & Compliance

- Ensure all services meet required quality standards, contractual obligations, and regulatory frameworks.
- Work with the Quality Manager and Team Leaders to maintain case checking, quality assurance and appropriate specialist technical supervision.
- Handle complaints and service concerns in line with organisational policies.
- Ensure compliance with safeguarding, GDPR, health & safety, equality, confidentiality, and internal procedures.

Person Specification

Essential criteria

Area	Requirements
Service management	Experience of managing advice, community support or related services, including planning delivery, coordinating resources and responding to changing demand.
Contract delivery	Experience of delivering funded services against agreed contractual targets, outcomes and reporting requirements.
People management	Experience of line managing staff, providing supervision, addressing performance concerns and supporting professional development.
Advice and financial resilience	Understanding of the issues affecting people experiencing financial hardship, including benefits, debt, housing and barriers to accessing support.
Performance and improvement	Ability to interpret service data, monitor outcomes, identify gaps and implement practical improvements.
Financial management	Experience of managing budgets, monitoring expenditure and planning staffing and resources within available funding.
Partnership working	Ability to build productive relationships with commissioners, community organisations and specialist providers, including coordinating referral pathways.
Quality and compliance	Understanding of quality assurance, safeguarding, confidentiality, data protection, equality and health and safety within client-facing services.
Organisation and judgement	Ability to manage competing priorities across two services, assess risks, make sound decisions and escalate concerns appropriately.
Communication	Strong written and verbal communication skills, including preparing clear reports, leading meetings and communicating sensitively with staff, clients and partners.
Values and accessibility	Commitment to Citizens Advice aims and principles, inclusive services and removing barriers for people facing disadvantage.

Desirable criteria

- Experience within Citizens Advice or another independent advice organisation.
- Knowledge of financial resilience support, income maximisation and the requirements of regulated debt advice.
- Experience of mobilising a new service or managing changes to existing provision.
- Experience of coordinating outreach services and working with volunteers.
- Experience of using Casebook or comparable case management systems.
- A relevant management, project management or advice qualification, or equivalent practical experience.