

Kincardine and Mearns Citizens Advice Bureau

Bureau Manager

Job Description

Hours per week: 28h

Salary: c £31,000 - £35,000 (dependent on experience) plus 5% matched employer pension contribution.

Summary of Main Responsibilities:

The Bureau Manager is responsible for the overall operational and involved in certain aspects of strategic management decisions of Kincardine and Mearns Citizens Advice Bureau (KAMCAB) within guidelines set by the Board of Trustees and membership of Scottish Association of Citizens Advice Bureau.

They work closely with the Board to develop and implement strategic and operational plans and manage a staff and volunteer team to effectively implement them. They create a positive and efficient working culture, supporting and empowering their team whilst also building and maintaining strong effective partnerships with stakeholders.

They are comfortable with managing finances at a senior management level including being involved with budget preparation, income and expenditure monitoring and forecasting. They will be responsible for securing sufficient financial resources to support business continuity and project development and promote the work of the bureau to assist in securing additional funding.

Stakeholder management is also key to this position and they will be responsible for maintaining current contracts. In addition, they will develop new services and opportunities for collaboration.

Kincardine and Mearns Citizens Advice Bureau

Main Responsibilities:

Core Management Responsibilities

- To plan, co-ordinate and manage all activities of the Bureau in conjunction with the Board.
- To develop and strengthen the role of the Bureau in the community.
- To ensure that the Bureau adheres to relevant national quality standards.

Contract Management

- To manage and support contracts providing relevant reporting where required.

Management of staff

- To direct and lead all matters of operational planning, recruitment, supervision, training and development of bureau staff and volunteers.
- To develop and implement the Bureau's policies and procedures.
- To hold regular staff meetings, facilitating and managing collaborative discussion on all relevant Bureau matters.
- To manage all ongoing HR requirements and seek the Board's assistance and approval, where appropriate.

Advice Service

- To manage quality of advice, and statistical recording required, in line with national and CAS quality standards.
- To ensure the bureau's debt and money advice service meets legal requirements set by the Financial Conduct Authority and the Accountant in Bankruptcy
- To ensure that the bureau's tribunal work is carried out within best practice for lay representatives.
- To prepare the bureau for case quality assurance and operational audits.
- To keep abreast of the latest developments in the information and advice field and advise the Board on the need for change and development

Finance and Budgeting

- To develop and implement an effective fundraising strategy, which aligns with priorities outlined in the bureau business plan.
- To control and report upon Bureau spending within the limits set by the Board and to ensure an accurate record of all expenditure is maintained, with the support of the Finance Officer.
- To prepare annual projected budgets and six-month reviews for approval by the board, supported by the Finance Officer.



Kincardine and Mearns Citizens Advice Bureau

- To ensure that the Board is provided with accurate costings for all areas of planned activity.
- To work with the Treasurer and Finance Officer to ensure that annual accounts are prepared for annual audit.

Marketing and Stakeholder Engagement

- To develop and implement a marketing strategy which ensures that the work of the bureau is promoted in the local community and to key stakeholders.
- To develop and maintain relationships with internal and external stakeholders; proactively participating in appropriate local groups and partnerships.

Facilities and Administration & IT facilities

- Work with the admin team to develop and maintain effective administrative systems and procedures to support the smooth operation of the Bureau.
- To ensure that the Bureau premises and equipment are maintained and that the requirements of Health and Safety legislation are met.
- To provide committee services as required to the Board including provision of reports and policy guidance on relevant matters.
- To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems and procedures.
- To advise the Board, in conjunction with CAS IT staff, on matters of IT planning, security, maintenance and budgeting.
- Ensure the adherence to, and compliance with, the bureau legal obligations under GDPR and Data Protection legislation