

Consumer Service Operations Manager

Job Pack

Thank you for your interest in working at the Citizens Advice service that supports residents across Manchester. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 4 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity

Want to chat about the role?

If you want to have a chat about the role further, you can contact:

Samantha Leach (email: samantha.leach@citizensadvicemanchester.org.uk)

Applications should be sent to
hr@citizensadvicemanchester.org.uk

Our values



Our Values



We're adaptable

We recognise that our clients' needs are changing and that we need to change with them. We like to try new things and learn when things don't work. We are confident enough to constructively question ideas and adapt to changes.

We're respectful

We foster relationships and respect our colleagues and clients and willingly share our knowledge and experiences to maximise the social impact of our work. We are honest in our views and value that everyone has something to offer.

We're responsible

We recognise that everyone is entitled to basic needs and rights and work towards supporting those seeking help to achieve them. We remember we are a charity and work within our charitable objectives by being responsible in the way we use our resources and pursue new opportunities.

4 things you should know about us

We're local

We have an Information Hub based in Manchester Town Hall as well as an extensive outreach service with sessions across the city. We also have a well developed service offered by telephone, email, webchat and facebook messenger. We offer direct support to over 29,000 clients per year with 101,000 issues. We helped achieve £4.2 million of financial gains for residents and prevented 984 people from becoming homeless last year.

We're also national

We support the wider Citizens Advice network of 300 independent charities by providing telephone and digital advice to hundreds of thousands of people across England & Wales each year, through our Consumer Service and Money Advice Service Contact Centres.

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.

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 the Citizens Advice network works

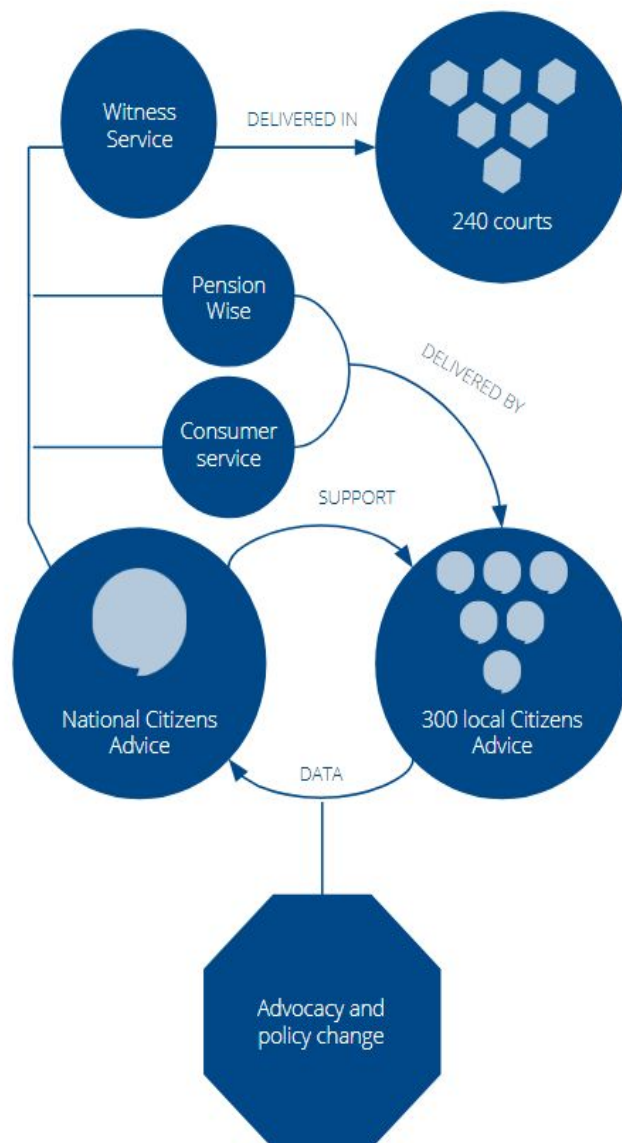
Citizens Advice Manchester is a member of the Citizens Advice service nationally which is made up of a network of around 300 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 800 national staff working in one of 6 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3000 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does 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.



The organisation and team

The role you're applying for is **Consumer Service Operations Manager** and is part of our Consumer Advice Helpline. The role is managed by the Head of Specialist Advice.

Here are 4 ways you can find out more about us:

- Watch videos about the work we do: [Find a way forward](#), [Your best advice](#), and [Advice in a changing world](#).
- Watch a video about our volunteers [Volunteers at CAM](#)
- Take a look at our [website](#)
- Take a look at the [national Citizens Advice](#) website and the [Campaigning site](#)

The application process

Stage 1

You are required to submit a copy of your CV together with a covering letter which shows how you meet the required person specification set out below. Your CV and cover letter will be screened against the role description and person specification to assess whether your skills and experience is a good fit.

SEND YOUR CV AND COVER LETTER TO: hr@citizensadvicemanchester.org.uk

Please ensure your CV includes the following information:

- Your contact details (address, **telephone number** and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.
- At least one example of how your previous experience (paid work or volunteering) for each person specification requirement. Should this information not be included, your application for the role will not be taken forward

Stage 2

If successful, you will be invited to attend an interview during which you will be asked to deliver a short presentation (maximum 10 minutes) on your experience of managing a Contact Centre in a highly target driven environment.

Following your presentation, you will be asked a range of set questions specific to the role for which you are applying, which will last approximately 45 minutes.

The role

Citizens Advice Manchester is an innovative and successful advice service. Our Consumer Advice Helpline is multi-channel contact centre delivered in partnership with Citizens Advice Sheffield. We also work in collaboration with seven other local Citizens Advice offices to deliver this national service.

Our Consumer Advice Helpline supports clients when things have gone wrong or when they have been treated unfairly as a consumer. This can include problems with: credit and store cards, faulty goods, counterfeit goods, poor service, contracts, builders, rogue traders etc. Our advisers can also refer complaints to local Trading Standards Officers who can investigate on their behalf when appropriate.

We are seeking to appoint an experienced Operations Manager to drive high performance within our Consumer Advice Helpline to ensure key performance indicators are met .

Role Profile

Role	Consumer Service Operations Manager
Location	central Manchester
Salary	Circa £32,000 (negotiable)
Hours	35 hours per week (Monday to Friday)
Reporting to	Head of Specialist Advice
Contract term	12 month Fixed Term - Maternity Cover

Key accountabilities	Key elements & tasks
Service Delivery, Performance and Development	Manage daily operations and workflows; telephone and digital channels within the Contact Centre to maintain service level and operational key performance indicators
	Monitor daily/weekly/monthly performance utilising management information and to proactively develop and communicate action/improvement plans where applicable
	Analyse both operational resource and performance against call volume trend analysis to ensure optimal practices and shifts are created.
	Responsible for proactive recruitment of new advisers to ensure FTE staffing remains at optimal levels
	Provide support to and deal with escalation calls from Senior Advisers and to ensure that all complaints are handled within the timeframes and in accordance with the documented policy.
	Provide regular outcome monitoring reports to senior management and the Partnership Board as required and to attend monthly/quarterly operational reviews to present performance levels
	Work with senior management to identify and develop opportunities for service development and improvement
Relationship Management	Work closely with Citizens Advice Sheffield to ensure continual high performance across the service and to attend and actively participate in the monthly operational meetings.
	Work closely with a range of partners, stakeholders and other local Citizens Advice offices who deliver the Consumer Service to ensure continual service improvement and the development of a Citizens Advice "one Consumer Service"
	Attend relevant national Citizens Advice meetings, forums and conferences to promote the work of the Consumer Service and share learning and best practice through information briefings and/or presentations
Staff Management	<p>Responsible for the day to day management and development of the team through:</p> <ul style="list-style-type: none"> • Ongoing coaching and mentoring to ensure staff understand how their performance against objectives will be measured and achievement monitored • Regular performance reviews, feedback and support meetings • An annual training plan which identifies relevant and

	<p>appropriate training/personal development opportunities</p> <ul style="list-style-type: none"> • Performance improvement plans and other actions where required including coaching and formal disciplinary action • Proactively managing staff annual leave and requests to take flexi or unpaid leave • Proactively managing all unauthorised or sickness absence in accordance with our Absence Management Policy
	Organise and lead on regular management meetings with your Line Manager and Team
	Encourage good teamwork and professional lines of communication between all members of staff creating a professional and positive working environment in which equality and diversity are well managed and staff can achieve their full potential.
Personal Development & Training	Attend regular performance management meetings as required
	Self-identify own development needs and attend training opportunities
Research & Campaign Work	<p>Ensure that all staff and volunteers within the domain take an active role in the Research and Campaigning process by:</p> <ul style="list-style-type: none"> • Forwarding all examples of R&C as appropriate • Regular communication of current research and campaign priorities, initiatives and plans to advice team • Monitoring staff and volunteer performance/contributions to local and national campaigns
General	Uphold the aims and principles of Citizens Advice and its equality & diversity policies.
	Abide by health & safety guidelines & share responsibility for own safety and that of colleagues.
	To work in a positive and supportive manner and contribute to the creation of a good team environment.
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.</p> <p>Citizens Advice Manchester is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

Person specification

Essential
Experience of managing a team in a contact centre or customer service environment
A strong background in coaching and mentoring staff
An ability to work under pressure and to manage your time effectively
An ability to manage, motivate and drive performance
An ability to understand and deliver a high quality service for clients and colleagues
An ability to work in partnership and close collaboration with key stakeholders
Experience of proactive recruitment to ensure staffing levels are always maintained
Excellent communication skills at all levels
Excellent IT skills

Other requirements for the role
Ability to contribute to an adaptable, respectful and responsible organisational culture in line with our values.
Ability and willingness to work as part of a team and a commitment to collective team responsibility.
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout.
Awareness that Citizens Advice clients are at the heart of everything we do.

What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. The role attracts an attractive remuneration package with excellent terms including:

- A 35 hour working week
- Pension scheme
- City centre location
- Health plan with 24/7 telephone support service
- Generous holiday entitlement starting at 26 days per year (in addition to bank holidays) and rising with long service to a maximum of 34

To apply for the role send your CV and Cover Letter to:

hr@citizensadvicemanchester.org.uk

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

Closing date	10AM - Tuesday 4 February 2020
Interview Date:	Thursday 13 February 2020
Start Date:	To be discussed at interview (asap)

Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.