

## Consumer Service Operations Manager

**Salary:** Circa £32,000 (negotiable)  
**Hours:** Full time (35 hours per week)  
**Term:** 12 months maternity leave cover  
**Location:** Central Manchester

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.

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

Visit our website: [www.citizensadvicemanchester.org.uk/work-with-us](http://www.citizensadvicemanchester.org.uk/work-with-us) for more information and to download a job pack giving full information on this vacancy.

**Closing date for applications: 10am on Tuesday 4 February 2020**  
**Interviews to be held: Thursday 13 February 2020**

**Application is via CV - please note that applications will not be considered where a complete CV and covering letter outlining suitability for the role against the person are not submitted.**