

**Person Specification
Head of Community Services**

Essential Criteria	
1	<p>Practical commitment and understanding of Citizens Advice values</p> <ul style="list-style-type: none"> • Practical commitment to, and understanding of, the aims, principles, and policies of the Citizens Advice service • Ability to embody and demonstrate the organisation's Values (the 4 'C's: Change, Connect, Compassionate, Committed) through day-to-day leadership and decision making • Demonstrate an understanding of social trends and community need and their implications for service provision across Dudley Borough, the City of Wolverhampton, and the wider Black Country
2	<p>Experience</p> <ul style="list-style-type: none"> • Minimum of 2 years-experience in a management position which is community-based, outreach, and/or delivering people-centred services • Demonstrate understanding of co-designing services with people with lived experience • Experience of managing risk and compliance relating to contract management and funder requirements • Ability to manage multiple services that are high-volume, complex, and delivered across community locations • Experience of effective liaison with a variety of external stakeholders, partners, and commissioners at a management level • Experience of managing teams including the ability to recruit, develop and motivate staff • Experience of working within HR processes, including performance management, supervision, and staff wellbeing • Proven ability to deal with sensitive issues, competing demands, and uncertainty with judgement, tact, and diplomacy • Experience of managing resources and capacity to ensure effective and safe service delivery • Strong knowledge and comprehension of the voluntary sector and wider stakeholders within the strategic and policy environment in which health and wellbeing services and AIG services operate

3	<p>Planning and organisation skills</p> <ul style="list-style-type: none"> • Excellent planning, organisational, and time management skills, with the ability to manage competing priorities across multiple services and locations • Ability to work calmly and effectively in a pressurised environment and provide confidence and stability to teams during periods of change • Demonstrable experience of working within policies, procedures, and systems to ensure good practice • Experience of monitoring and maintaining service delivery through appropriate quality assurance and performance framework
4	<p>Accurate written Communication skills</p> <ul style="list-style-type: none"> • Ability to write clear, coherent, and engaging reports for a range of audiences, including funders, trustees, and senior leaders • Experience of analysing and interpreting complex information and data accurately to inform operational and strategic decision making
5	<p>Verbal and communication skills</p> <ul style="list-style-type: none"> • Excellent interpersonal skills, with the ability to inspire and motivate at all levels • Experience of presenting information in an engaging way, clearly and confidently to a range of internal/external audiences • Experience of facilitating discussions, influencing others, and negotiating outcomes with tact and diplomacy for the good of the organisation • Confidence and professionalism in representing an organisation externally and acting as our ambassador
6	<p>Experience of working effectively with teams</p> <ul style="list-style-type: none"> • Demonstrable leadership experience with the ability to build positive, trusting working relationships • Experience of leading teams through change, growth, or evolving service models • Ability to foster a positive working environment where equality and diversity are well managed, dignity at work is upheld, and staff are empowered and motivated
7	<p>Commitment to learning and development of self and others</p>

	<ul style="list-style-type: none"> ● Demonstrable commitment to own learning and leadership development ● Ability to translate learning, insight, and emerging practice into service improvement and development ● Confidence to give and receive constructive feedback and to challenge professionally and compassionately ● Ability to empower others to develop new skills and confidence, particularly in evolving or non-traditional service roles
8	IT and technological skills
	<ul style="list-style-type: none"> ● Demonstrable experience in using a range of IT packages, including word processing, spreadsheets, databases, and email ● Ability to use technology to support service delivery, performance monitoring, and reporting ● Confidence and openness to learning new technologies and digital approaches to support service development and innovation ● Ability to produce basic statistical reports and engaging presentations (e.g. PowerPoint, Canva)
9	Judgement and decision making
	<ul style="list-style-type: none"> ● Demonstrable experience of making sound operational decisions, under pressure, whilst considering impact on stakeholders and/or the organisation appropriate to this level of management position ● Experience of taking proportionate, informed risks in support of service development and improvement
10	Quality
	<ul style="list-style-type: none"> ● Understanding of what high-quality, person-centred community services look like ● Experience of translating strategy and service objectives into tangible quality outcomes ● Experience of working within quality assurance frameworks relevant to community or commissioned services ● Ability to identify quality issues, trends, and risks and lead improvement at service or team level
11	Flexibility
	<ul style="list-style-type: none"> ● Ability to work flexible hours, including outside of normal working hours, when required, in order to meet the needs of the organisation ● Flexible approach to the place of work in order to meet the needs of the organisation and provide cover where relevant across offices ● Flexible approach to responsibilities, recognising the significance of this role in its business growth function and the ability to re-prioritise based on what is best for the organisation and be comfortable and open to this approach
12	Other

	<ul style="list-style-type: none"> • Willingness and ability to travel; access to own transport or the ability to move around Dudley Borough, the City of Wolverhampton and wider Black Country to meet the needs of the organisation flexibly.
Desirable criteria	
<ul style="list-style-type: none"> • Leadership or management qualification (Level 6 or above) • Experience of managing volunteer led services • Experience in relevant service design, delivering pilots and/or scaling up projects • Experience in applying for funding (e.g. grants, contracts) • Bilingual skills in a community language 	