

**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	<p>IT and technological skills</p> <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	<p>Judgement and decision making</p> <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	<p>Quality</p> <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	<p>Flexibility</p> <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