

Person Specification Service Delivery Manager

Essential Criteria	
1	Practical Commitment and Understanding of Citizens Advice Values <ul style="list-style-type: none"> The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service Demonstrate an understanding of social trends and their implications for clients and service provision.
2	Experience <ul style="list-style-type: none"> Demonstrable capabilities to line manage different teams and work collaboratively to meet objectives, ensuring the team's processes and tasks are carried out efficiently Knowledge of systems and processes to ensure quality of services and organisational/contract compliance Demonstrate strong leadership skills Understanding of performance policies, procedures and processes Proven ability to deal with sensitive issues and competing demands with judgement, tact and diplomacy Knowledge of the voluntary sector and an understanding of the strategic and policy environment in which the advice sector operates
3	Planning and Organisation Skills <ul style="list-style-type: none"> Excellent administrative, planning and organisational skills and the ability to work to tight deadlines and manage time effectively under own initiative on a range of tasks at any one time Ability to cope with pressure and keep calm and organised within a pressurised environment Demonstrate experience of adhering to procedure, policies and systems to ensure good practice Ability to use systems to monitor performance of quality and KPIs and feedback performance timely
4	Accurate Written Communication skills <ul style="list-style-type: none"> The ability to work methodically within defined systems and to maintain accurate statistical records Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing
5	Excellent Verbal and Communication Skills <ul style="list-style-type: none"> Strong interpersonal skills with the ability to deal with people at all levels appropriately, inside and external to the organisation Ability to communicate effectively verbally including the ability to deal appropriately with a range of people both face-to-face and digitally and remotely Ability to provide information in different mediums (eg. face to face, zoom, recordings), both formally (e.g. training, presentations, events) and informally, and effectively on a one-to-one basis as well as in a group setting
6	Experience of Working Effectively with Teams <ul style="list-style-type: none"> Ability of creating a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best Ability to enthuse, motivate and inspire those within the team you are co-ordinating and in other teams Be mindful of what promotes positive mental wellbeing in the workplace and be able to reflect that within the team in which you work Demonstrate strong teamwork skills Ability to manage and support paid staff and volunteers
7	Commitment to Learning and Development of Self and Others

	<ul style="list-style-type: none"> • Demonstrates an ongoing and proactive commitment to own learning and personal development in career to date and if successful, to meet the needs of this particular role • The ability to give and receive feedback objectively and a willingness to challenge professionally and constructively • Demonstrates ability to empower others to develop new personal/professional skills
8	IT and Technological Skills <ul style="list-style-type: none"> • Competent to use IT packages, including word processing / spreadsheet / database packages and the ability to use email • To be able to create statistical reports • Use of and presentation with powerpoint • Use of Zoom, google hangout, webchat, softphones etc
9	Judgement and Decision Making <ul style="list-style-type: none"> • An ability to undertake and a willingness to assume the duties that come with management and leadership roles including an ability to make decisions under pressure with full regard of their consequences • Demonstrate the ability to investigate client complaints fairly and conclude an outcome maintaining a positive relationship with the client
10	<ul style="list-style-type: none"> • Quality • Understanding of and ability to deliver an excellent customer-orientated advice service • Demonstrate capability of working with quality assurance frameworks and an understating of how they are used • Ability to monitor KPIs and outcomes • To have knowledge of and demonstrate ability to ensure the organisation works to the required standard as defined by Citizens Advice Performance Quality Framework and our Business Plan • Identifying client needs/workforce development needs and feeding information into the Senior and Leadership Team and Business Plan
11	<ul style="list-style-type: none"> • Flexibility • Ability to work flexible hours, including outside of normal working hours, when required, in order to meet the needs of the service • Flexible approach to the place of work in order to meet the needs of the organisation and provide cover where relevant
12	<ul style="list-style-type: none"> • Other • Willingness and ability to travel; access to own transport or the ability to move around Dudley Borough and Wolverhampton City to meet the needs of the service • Willingness to complete a management qualification (if not already holder of one)
13	Practical Commitment and Understanding of Citizens Advice Values <ul style="list-style-type: none"> • The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service • Demonstrate an understanding of social trends and their implications for clients and service provision • To be able to demonstrate knowledge and understanding of the work of the different multi-disciplinary teams you will be working alongside and how advice and guidance supports the clients within these teams • Demonstrate through behaviour an understanding and embodiment of our organisation's values, the 4Cs: Connect, Change, Compassionate and Committed
Desirable Criteria	
	<ul style="list-style-type: none"> • Management qualification • Experience of social policy and campaigns • Bilingual in community languages