

**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	<p>IT and Technological Skills</p> <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	<p>Judgement and Decision Making</p> <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 understanding 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	<p>Practical Commitment and Understanding of Citizens Advice Values</p> <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 	