

# Projects Manager

**Job pack**

Thanks for your interest in working at Citizens Advice Southampton. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice Southampton.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of Citizens Advice and Citizens Advice Southampton
* The role profile and personal specification
* What we give our staff

**Any questions about the role, or want to chat about the role? Email Emma Vint HR Manager at evint@sotoncab.org.uk**

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**We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**

**We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

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1. **We’re local and we’re national**. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.
2. **We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.
3. **We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

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The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in our network of independent charities, delivering services from

* + over 600 local Citizens Advice outlets
	+ over 1,800 community centres, GPs’ surgeries and prisons

They do this with:

* + 6,500 local staff
	+ over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.

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## JOB TITLE: Projects Manager

**SALARY: £33,000 to £35,000 per annum FTE, depending on experience**

**HOURS: Between 30 – 37.5 hours per week**

**LOCATION: Hybrid work pattern. Citizens Advice Southampton (circa 60%), home (circa 40%)**

**TYPE: Permanent Contract**

**REPORTING TO: Kirsty Rowlinson, Chief Officer**

**DBS: This role will be subject to a DBS check**

**CLOSING DATE: Monday 1st July at 9am**

**INTERVIEW DATE: To be agreed with individual candidates, but expected to be week commencing 8th July**

**We reserve the right to close this vacancy if a suitable applicant is found, so always encourage prompt applications**

Citizens Advice Southampton (CAS) is a thriving, independent local charity. At CAS people come to us for support on a wide range of issues, but they have one thing in common: they need help, often urgently. Our advice changes peoples’ lives, supporting them through difficult and challenging times. We deliver free, independent advice on a range of topics via our telephone, email, and face to face services. Our core service relies on volunteers who expertly support the bulk of our clients. We also deliver specialist services and projects. Our current projects include:-

* Hampshire Macmillan Citizens Advice Service
* Homes for Ukraine
* Early Intervention and Prevention (working in food banks)
* Money Advice and Pension Service debt provision
* Home and Well
* Mental Health Caseworker based in Antelope House
* Unpaid Carers Support Southampton

## Purpose of the role:

The Projects Manager is a key member of our Senior Leadership Team. Working closely with other team members, you will play a pivotal role in leading, managing and developing a variety of projects delivering free, confidential advice to people in Southampton.

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Reporting to the Chief Officer, you'll be a key member of the Senior Management Team, driving the future direction and development of our services.

· Working closely with the Service Manager, you will lead and manage the implementation and development of Citizens Advice Southampton’s projects.

· Manage staff and volunteers, providing effective support and guidance.

· Build and maintain strong relationships with funders, stakeholders, and partner organisations.

· Identify and secure new opportunities to develop our services.

· Oversee, monitor and report on project progress and outcomes.

· Ensure our services continue to deliver top quality outcomes for clients.

· Lead, motivate, and empower a diverse team of staff and volunteers, fostering a positive, inclusive, and high-performing work environment.

· Develop and implement strategies to expand our reach and ensure the most vulnerable in Southampton can access our services.

· Contribute to the strategic development of Citizens Advice Southampton, identifying and implementing successful ways to meet client need.

· Play a proactive role in fundraising activities and income generation to secure ongoing financial sustainability.

· Oversee project budgets and ensure financial accountability.

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| --- | --- | --- |
|  | Essential | Desirable  |
| **Leadership and Management**  |  |  |
| Proven experience of managing, leading and developing teams in an advice or similar service environment  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Demonstrable ability to lead by example, fostering a positive and supportive work environment.  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Strong problem-solving skills with a focus on continuous improvement.  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Excellent organisational and time management skills with the ability to prioritise effectively in a fast paced environment  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Experience of effectively managing and supporting volunteers and staff to thrive | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Experience of reporting to funders  |  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |
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| **Communication**  |  |  |
| Excellent communication, interpersonal, and relationship-building skills with the ability to influence and negotiate.  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
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| **Social justice**  |  |  |
| Strong understanding of the issues faced by residents in Southampton and a commitment to social justice  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Commitment to Citizens Advice's values of impartiality, confidentiality, and equality.  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
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| **Other** |  |  |
| Knowledge of the advice sector or willingness to quickly develop knowledge base  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| The ability to work independently and as part of a team  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Experience of fundraising and income generation | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Willingness to try out new ideas   | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Keen to work as part of a collaborative and supportive leadership team  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |  |
| Some safeguarding experience would be advantageous |  | C:\Users\evint\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\45D70147.tmp  |
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 **What we give our staff**

Citizens Advice Southampton is a great place to work! If you join us, you are guaranteed:

* + Competitive rates of pay (within the charity sector)
	+ Excellent training opportunities
	+ A fantastic opportunity to progress a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience
	+ Confidential Employee Assistance Programme, including GP helpline
	+ A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility
	+ The chance to work with amazing people within a nationally recognised charity
	+ NEST pension
	+ Cycle to work scheme
	+ Annual leave of 25 days plus bank holidays (pro rata’d for part time workers), plus an extra day off for your birthday

Citizens Advice Southampton values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce.

##

 **How to apply**

Please apply by email, sending your CV along with a covering letter which explains how you meet the person specification to Emma Vint at evint@sotoncab.org.uk. Please also complete and attach the monitoring form from our website along with your application.