

Advice Service Project Lead

Advice, support and housing
for a better tomorrow

Job Description

Post title	Advice Service Project Lead
Hours of work	37.5 per week
Salary	£ 28,000 – 30,000 depending on experience
Holiday entitlement	25 days annual leave plus statutory bank holidays
Based at	Various Sites Across North Northamptonshire
Accountable to	Business Development
Direct reports	Advice Services Team (currently 7 staff and volunteers)

Purpose of the Job

To redefine the Advice Service as a remote working model creating satellite centres across North Northants. Define the Advice service scope and rollout agreed remits across housing, benefits and debt services, giving clarity where positions start and finish. Drive efficiencies through clear targets and KPI's bringing a strong outcome reporting system to the Charity.

To project manage and rollout the Advice centres effectively and efficiently with a can do attitude and hands on approach. Travel in between centres and support remote workers, particularly at launch, to ensure an effective service is in place within a short timescale.

To ensure Accommodation Concerns Advice Service complies to all AQS, FCA & CMA policies, procedures and regulatory requirements; Provide case work supervision for the Advice Services team (staff and volunteers)

Main Responsibilities

Centre:

1. Overall decision maker across the Advice service, providing a forum for escalation and support across cases.
2. Responsible for the growth & management of the Advice Services (Housing, Benefit and Debt). across North Northants, building good relationships to drive opportunity and funded posts.
3. Develop a strategy for trainees which allows them to develop into advisors within a neat structure and timeline.
4. Review and define the scope/strategy of the Advice service centres.

5. Delivery of the remote services to provide growth and return in line with targets and budget.

6. Outcome maximisation, result driven.

Staff:

7. Oversee performance of all Advisors (Housing, Benefit & Debt) as well as volunteers (including money mentors and paper pals)

8. Provide case work supervision for those giving advice in the Advice Centre.

9. Develop a strategy for the supervision of remote workers

10. Identify any training requirements of team to ensure they deliver a service in line with AQS, FCA & CMA policies, procedures and regulatory requirements.

11. Staff development, team building and personal programs that invest in people

12. Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.

Other:

13. Operational planning and travel between sites on a weekly schedule

14. Demonstrate leadership qualities, strong negotiation ability to advocate and be diplomatic

15. Ability to work effectively with partner agencies, develop contacts and networks across a wide range of services

16. To meet defined objectives and targets relating to service delivery and specific project work.

17. To undertake all relevant administrative tasks as necessary.

18. Deputise for the Business Development Manager as required

19. To adhere to the charity's policy and procedure, including safeguarding reporting, interventions and disclosures.

20. To attend meetings and training as necessary.

21. Undertake any other reasonable tasks as requested by the Business Development Manager and/or CEO

22. Flexibility around working hours to deliver the Advice service

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder

Person Specification

Education & Qualifications

Essential

Educated to at least A level or equivalent

Relevant computer experience/IT qualification/ Level 2 IT qualification or equivalent experience (ECDL)

Desirable

Qualification in Business Management, Marketing or Project Management

Qualification in Housing, Debt or Welfare benefits

Experience

Essential

Experience of managing and supervising staff; effectively coaching to enable creative problem solving

Ability to develop key reports that can be rolled out across sites with a drive for evidence and statistics to bring the best service sites possible

Experience of the Implementation of group targets, KPI's across the teams to meet charity objectives

Desirable

Experience/knowledge of the homeless sector, debt or the advice sector

Experience of working in the voluntary sector

Experience of setting up and running multi-sites

Knowledge and Understanding

Essential

Extensive knowledge and abilities in using Microsoft Office packages

Knowledge of project management and full cost recovery.

Demonstrate delivery of project management to achieve business objectives

Desirable

Knowledge and ability to use Advice Pro database

Knowledge and understanding of the issues people experiencing debt &/or homelessness may face

Knowledge around the compliance & regulatory requirements for running an Advice Centre e.g. AQS & FCA

Aptitudes and skills

Essential

Evidence of a successful track record of achievement against targets
Excellent written and verbal communication skills, with an ability to build strong, credible relationships both internally and externally
Ability to work independently and within a team whilst working professionally, innovatively and diligently with at a collaborative approach to work
Display a fair but firm leadership style with strong people skills; ability to identify development and growth of the team

Personal Attributes

Essential

Excellent organisational, planning and time management skills with the ability to prioritise and juggle conflicting demands
A flexible approach to work with the ability to adapt to a fast-paced, ever-changing environment yet meet deadlines.
A willingness to accept accountability and be pro- active in seeking responsibility
The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services
Ability to challenge the status quo and influence others to change culture
To have a sense of humour, be personable and accept that things won't go as you think