

JOB DESCRIPTION

JOB TITLE:	ADVICE SERVICES MANAGER
SALARY:	Forrest Officer II: £32,982 - £35,377
HOURS OF WORK:	37 hours per week
RESPONSIBLE TO:	Head of Operations
PURPOSE:	To assist Housing Rights to achieve its vision and delivery its strategic objectives through:- (i) The efficient and effective joint management of the Advice Services Team.

DUTIES:

1.0 ADVICE SERVICE DELIVERY

- 1.1 To ensure the efficient and effective co-ordination of the Organisation's Helpline services.
- 1.2 To implement operational plans in relation to designated areas of work.
- 1.3 To plan, allocate and organise the work of designated staff in the Advice Services Team.
- 1.4.1 To ensure adequate daily cover for designated areas of service delivery, including court, as and when required.
- 1.5 To ensure appropriate and timely referral of client cases.
- 1.6 To be responsible for monitoring and review of the advice services provided
- 1.7 To identify and evaluate opportunities for service improvement and development of services and to bring these to the attention of the Head of Operations or Director as appropriate.
- 1.8 To contribute to the development of new advice initiatives to meet the changing needs of users.

2.0 MANAGING STAFF

- 2.1 To effectively joint manage Housing Rights Advice Services Team and to ensure there are adequate resources to meet commitments.
- 2.2 To participate in the recruitment and selection of staff and to competently chair recruitment and selection panels as required.
- 2.3 To be responsible for the induction, supervision, support, appraisal and development of designated staff/volunteers within the Advice Services Team.
- 2.4 To take lead responsibility, in liaison with Business Support, for developing the use of volunteers within the Advice Services Team.
- 2.5 To implement disciplinary and grievance procedures as appropriate.
- 2.6 To bring any relevant staffing issues to the attention of the Head of Operations.
- 2.7 To participate as an effective member of Management having regard to the rights and responsibilities of all staff members.

3.0 MANAGING QUALITY

- 3.1 To provide guidance and support to relevant staff involved in the provision of advice as appropriate.
- 3.2 To ensure the effective implementation of the Advice Services 'Quality Management Systems' in accordance with policies and procedures.
- 3.3 To contribute to the maintenance and achievement of the Lexcel quality award, as required.
- 3.4 To ensure designated staff/volunteers within the Advice Services Team have the necessary skills and knowledge required to carry out the duties associated with their roles and are up to date on all relevant developments in legislation, policy and practice.
- 3.5 To ensure compliance with relevant policies and procedures in the delivery of advice services and to review and update relevant policies and procedures as required.

4.0 PLANNING & PERFORMANCE REVIEW

- 4.1 To contribute to the preparation of the organisation's strategic plan, and annual Business Plan including the establishment of agreed targets.
- 4.2 To have lead responsibility for development of the annual Advice Services Team Scorecard.
- 4.3 To ensure the development and implementation of individual work programmes for designated staff involved in the delivery of advice and legal services.
- 4.4 To regularly review performance and monitor progress towards achieving agreed operational objectives and targets and to provide regular monitoring information as required.
- 4.4 To identify deviations from targets and implement appropriate remedial action as necessary.
- 4.5 To be responsible for the preparation of reports to monitor and review progress towards achieving operational objectives and agreed targets in relation to advice services.

5.0 FINANCE AND FUNDRAISING

- 5.1 To approve Advice Services expenditure in accordance with designated budgets and existing policies and procedures.
- 5.2 To assist in the preparation of designated budgets on the basis of agreed operational plans.
- 5.3 To assist in the monitoring and preparation of financial management information for relevant Advice Services.
- 5.4 To ensure all necessary performance review and monitoring information is provided to funders to ensure their reporting requirements are fully met.
- 5.5 To identify opportunities for obtaining continuation and development funding for Advice Services.
- 5.6 To participate in the preparation of submissions and to liaise with existing and potential funders to attract appropriate resources for the continuation of Advice Services.

6.0 DEVELOPING EFFECTIVE INTERNAL AND EXTERNAL WORKING RELATIONSHIPS

- 6.1 To ensure effective communication between relevant staff, management and other organisational services.
- 6.2 To promote and develop effective and co-operative working relationship with the staff within the advice team and across all functional areas.
- 6.3 To ensure, in liaison with the Policy & Practice Manager that members of the advice team, make practice based contributions to the provision of practitioner support services and the policy work of the organisation as required.
- 6.4 To represent Housing Rights appropriately on external groups and at events, presenting a positive and professional image with a range of stakeholders and audiences.
- 6.5 To act as an effective spokesperson on matters relevant to advice services, including with the media, if required.
- 6.6 To lead, facilitate and contribute to meetings/group discussions.
- 6.7 To maintain regular contact and develop effective working relationships with service users and stakeholders to ensure the Advice Service is effectively meeting need and to identify any scope for improvement or development.

7.0 DEVELOPING SELF AND OTHERS

- 7.1 To plan, allocate and organise own workload.
- 7.2 To monitor and evaluate own work.
- 7.3 To take personal responsibility for own learning & development and actively participate in appropriate learning opportunities.
- 7.4 To contribute to training and development activities for colleagues.

8.0 OTHER

- 8.1 To deputise for the joint manager of the Advice Services Team in his/her absence.
- 8.2 To act in accordance with the agreed values of the organisation.
- 8.3 To ensure the policy and procedure of the organisation, with respect to Equal Opportunities and Health and Safety, are observed.
- 8.4 To undertake any other duties, consistent with the post which may from time to time be required by the Head of Operations/Director.
- 8.5 To attend meetings of the Board/sub committees as appropriate and to prepare written reports and documents as required.

The duties of the post will be subject to review in accordance with the needs of the organisation.

February 2018