

# Project Manager (Scarborough)

## Job pack

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

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice & Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

### Want to chat about this role?

If you want to chat about the role further, you can contact Charlotte Wild by emailing [charlotte@northyorksca.org.uk](mailto:charlotte@northyorksca.org.uk) or calling 01723 368710



# Overview of North Yorkshire Citizens Advice and Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. We provide one to one advice to tackle their immediate problem and address any underlying and overlapping issues through specialist one to one advice provided by experienced and qualified advisers and highly skilled volunteers.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



## The role

The Project Manager will lead on key projects at North Yorkshire Citizens Advice & Law Centre, drawing on experience in project management within the not-for-profit sector. This role will ensure projects meet all targets and help us make a meaningful impact in our communities.

Based in our Scarborough office, the role may require travel across the district as needed, with hybrid working available.



## Job description

- Understand and monitor the performance of the various projects within the service
- Produce regular reports on each project both for internal purposes and for external funders that meet requirements and are timely and accurate
- Supervise the work of project staff and volunteers, working both remotely and in the offices, to ensure that standards meet Citizens Advice and funder requirements
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development
- Participate in organisation's initiatives as appropriate and contribute to the work of associated committees and working parties
- Ensure effective service delivery with adequate cover from available staff
- Maintain and develop standards of service delivery
- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographic and demographic areas

- Ensure that appropriate systems are maintained for case recording, statistics, follow up work and quality control
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- In accordance with Citizens Advice and service procedures, assist the senior leadership team to implement employment policies and procedures
- Encourage good teamwork and lines of communication between all members of staff
- Ensure recruitment and induction of new staff as appropriate.



## **Person specification**

1. Proven experience of project management in the advice or similar sector
2. Recent experience of delivering advice, supervising advice or undertaking quality checks
3. You will have the ability to understand statistics and know how to produce excellent reports for funders
4. Proven ability to manage people including the ability to recruit and develop staff and volunteers
5. Proven ability to create 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
6. Excellent IT skills with a thorough knowledge of Microsoft Office and/or Google Suite and be able to use case management and other reporting systems
7. Ability to effectively plan and allocate work, monitor progress towards deadlines, and provide appropriate support to staff as needed

8. Demonstrate the ability to address challenges or underperformance, ensuring that issues are resolved promptly and effectively
9. Positive approach to working flexibly in a team and contributing to wider organisation goals.



## What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities.

**In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.**

**We are a disability confident employer and welcome candidates who will be using access to work.**