

## Job Description

Perth Citizens Advice

**Employer:** Board of Directors  
**Job Title** Chief Executive, Perth CAB  
**Responsible for:** All paid and unpaid staff

**Salary** c. £37,500 + 18% Employer Pension Contributions

**Hours** 35 hours/week

**Term** Permanent subject to funding

## SUMMARY OF MAIN ACTIVITIES AND RESPONSIBILITIES

- Overall operational control and management of the Bureau within the guidelines laid down by the Board
- Line management of all senior staff.
- Ensure that all aspects of client enquiries are efficiently and effectively handled
- Represent the Bureau to other agencies
- Work with the board to design and develop the Bureau's long term strategic aims
- Responsibility for ensuring effective use of IT

## Management of Resources

- Responsibility for ensuring the recruitment and selection of paid and volunteer staff meets the Bureau's needs
- Responsibility for ensuring the management and welfare of staff, their development and support and supervision.
- Management and review of Finance and the organisations budgets, including advising Finance Manager on setting budgets for core services and projects.
- Work with the Board to prepare and manage a risk register.
- Approve and develop applications for funding
- Ensure that the organisation's premises and equipment are secure and maintained.

## Services

- Ensure services comply with CAS membership and Scottish National Standards for Information & Advice Providers or other relevant Quality Assurance Scheme
- Set standards and assess performance and where required, lead development plans for improvement
- Lead the development, implementation and review of operating policies and procedures to ensure effective service delivery
- Review service delivery and analyse trends for planning and development

- Ensure appropriate information is provided to funders, the Board and wider stakeholders both on a planned and ad hoc basis

### **Advice and Guidance**

- Report on developments within Citizens Advice Scotland and the obligations of membership of the Association to the Board
- Report to the board on appropriate developments within advice and Horizon Scanning
- Ensure the Board is informed of their legal obligations and compliance issues

### **Profile**

- Lead in building and maintaining good working relationships with relevant local and national statutory, voluntary and community organisations
- Ensure the Bureau is represented at local and national networks, forums and meetings etc
- Ensure relevant information on the range of Bureau services is provided to the public and other key stakeholders
- Be responsible for the preparation and issue of press statements and other public communications including those on social media sites

### **Compliance**

- Ensure all statutory and regulatory requirements are met including returns to the Office of the Scottish Charity Regulator, Companies House, Financial Conduct Authority and Citizens Advice Scotland.

## PERTH CITIZENS ADVICE BUREAU

## PERSON SPECIFICATION

CEO	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good general education	1. Management qualification at HE or equivalent level
EXPERIENCE	<ol style="list-style-type: none"> <li>1. 2 years managerial experience including staff recruitment, training and supervision.</li> <li>2. Experience in project management.</li> <li>3. Experience in staff appraisal and development.</li> <li>4. Experienced in office administration.</li> <li>5. Experience in financial/budget control.</li> <li>6. Good understanding of office technology and the role of effective IT systems.</li> </ol>	<ol style="list-style-type: none"> <li>1. 2 years paid or unpaid work in advice field</li> <li>2. Financial management expertise</li> <li>3. Paid or unpaid work in the voluntary sector</li> <li>4. Experience in voluntary sector management</li> <li>5. Experience of managing office IT systems</li> </ol>
SKILLS AND ATTRIBUTES	<ol style="list-style-type: none"> <li>1. Skilled at interpersonal relationships and people management.</li> <li>2. Excellent written and oral communications skills.</li> <li>3. Skilled in report writing.</li> <li>4. Able to work to budget.</li> <li>5. Ability to work under pressure.</li> <li>6. Keen analytical skills.</li> <li>7. Ability to manage change and development.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ability to conduct detailed negotiations</li> <li>2. Statistical analysis skills</li> <li>3. Ability in dispute resolution</li> <li>4. Ability to work with other Community Groups</li> <li>5. Knowledge and use of a wider range of computer software applications</li> </ol>
VALUES AND ATTITUDES	<ol style="list-style-type: none"> <li>1. Commitment to team working approach.</li> <li>2. Support of the principle of voluntarism.</li> <li>3. Personal integrity and ability to accept responsibility.</li> <li>4. Commitment to the Aims and Principles of the CAB service</li> </ol>	<ol style="list-style-type: none"> <li>1. Proven ability of working as part of a team within a community development or volunteer setting.</li> <li>2. Experience of implementing Equal Opportunities Policies and practices</li> </ol>
KNOWLEDGE	<ol style="list-style-type: none"> <li>1. Understanding of local authority structures.</li> <li>2. Knowledge of committee procedures.</li> </ol>	<ol style="list-style-type: none"> <li>1. Awareness of the social needs of local communities.</li> <li>2. Awareness of the needs and responsibilities of the General Data Protection Regulations</li> </ol>
OTHER	<ol style="list-style-type: none"> <li>1. Ability to work with the media.</li> <li>2. Flexibility – eg to travel to meetings outwith the area and which may be out of hours</li> <li>3. Successful applicant will be subject to Disclosure/PVG check.</li> </ol>	