

Job Opportunity: Advice Service Manager

citizens
advice

Derbyshire
Districts

Hours: Full-Time (37 hours per week)
Contract: Permanent
Salary: £36,887.00 per annum, pro rata
Location: Ilkeston (hybrid mix of home and office working)

About the role:

We're looking for **highly motivated, committed and experienced** individual to join our existing **Management Team** as an **Advice Service Manager**.

In this role you will take the lead on managing assigned **advice services, projects** and the **staff** working on these, as well as contributing to the running of our **wider organisation** and working in **collaboration** with **Service Managers** and **Supervisors**. You will be responsible for **monitoring** and **improving** the performance of the services, including oversight of **KPIs** and **quality metrics**.

We are looking for someone with **strong** and **wide-ranging advice** knowledge, an understanding of the **holistic services** offered by CADD, and the **ability to thrive** in a fast-paced environment. There is flexibility in this role which allows for some irregular shift patterns and **remote or home** working where appropriate, as well as travel to our offices when required.

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

Who we are looking for:

The ideal candidates will have:

- Excellent **communication skills** – both written and verbal (essential)
- A **non-judgemental, empathetic approach** to people (essential)
- Strong **IT and digital skills**, with the ability to learn new systems quickly (essential)
- A commitment to working to **performance targets** and **KPIs** (essential)
- A solid understanding of the **current welfare benefits system** (essential)
- A background in **Help to Claim** or **Energy Advice** (preferred)

What we offer:

We're proud to offer a comprehensive benefits package that supports your wellbeing, work-life balance, and professional growth:

- **Generous annual leave:** 35 days per year (pro rata), including all bank holidays and Christmas
- **Buy/sell leave scheme:** Flexibility to buy or sell up to one week of leave each year (pro rata)
- **Employee Assistance Programme:** Includes wellbeing support, free counselling, and lifestyle perks
- **Contractual sick pay:** depended on length of service
- **Long service rewards:** Extra leave and gift cards after five years of service and beyond
- **Workplace pension:** Auto-enrolment into our pension scheme
- **Hybrid working:** the option to work from home, if it works for you and for us

Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check and provide proof of Right to Work. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence.

To view and download the recruitment pack and to apply for the role visit:
www.citizensadvice Derbyshire Districts.org.uk/staff/

Closing date: 9am, Monday 20 July 2026
Interviews: TBC

Job Description

Advice Service Manager

Team: The Management Team

Reports to: Senior Operations Manager

Responsible for: Designated Teams

Purpose of the Role.

To manage and supervise designated advice services and projects, ensuring that delivery meets Citizens Advice quality standards and performance expectations. The role involves leading teams, monitoring performance, maintaining service quality, managing stakeholder relationships, and contributing to the development of advice services.

Main Duties and Responsibilities

Service Management

- Oversee the day-to-day management of allocated advice services/projects and associated staff.
- Lead, support, and develop staff working within your areas of responsibility.
- Ensure the effective running of advice sessions and services, including staff scheduling and capacity planning.
- Provide cover for other managers, supervisors, or advisers when necessary.

Performance and Quality

- Monitor staff performance against agreed KPIs, targets, and business objectives.
- Ensure services meet Citizens Advice quality standards and provide feedback to advisers to ensure quality remains high.
- Conduct regular case checking and quality audits, address any underperformance through supervision, support and where necessary formal procedures.
- Carry out at least quarterly performance reviews with team members, identifying training and development needs.

Stakeholder Engagement and Development

- Liaise with external funders, partners, and stakeholders to build and maintain strong working relationships.
- Lead on the promotion and development of assigned services and/or projects.
- Represent the organisation at external meetings and events as required.

Data, Reporting, and Compliance

- Ensure appropriate and effective use of the case recording system.
- Monitor accurate record-keeping and document production in line with policy and GDPR requirements.
- Produce statistical and narrative reports on service performance for internal and external use.
- Maintain oversight of project delivery and contribute to business planning.

Staff and Team Leadership

- Recruit, manage, and develop staff to ensure consistent high performance and full-service capacity.
- Communicate regularly with team members to ensure they are informed of service developments and organisational updates.
- Support staff wellbeing and contribute to a positive, inclusive, and healthy working environment.
- Lead team meetings, support reflective practice, and encourage open, constructive communication.

Other Duties and Responsibilities

Training and Development

- Identify and pursue your own training and development needs.
- Keep up to date with relevant legislation, guidance, policies, and procedures.
- Foster professional development opportunities for your team and ensure training records are kept up to date.
- Build and maintain relationships with relevant statutory and non-statutory agencies.

General Responsibilities

- Carry out other tasks that may be reasonably required to ensure the effective delivery and development of the service.
- Uphold the aims and principles of the Citizens Advice service, including its commitment to equity, diversity and inclusion.
- Support staff wellbeing and help to maintain a balanced and healthy working environment.
- Comply with all health and safety guidelines and take shared responsibility for personal and team safety.
- Identify and address personal learning needs in line with professional development goals.
- Work within all organisational policies and procedures.

Teamwork and Relationships

- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required.
- Attend away days, development days and events

Behavioural responsibilities:

- To support, promote and comply with the Equality, Diversity and Inclusion actions and requirements when undertaking the duties of this post.
- To respect the sensitivity and confidentiality of any information that they may have access to in adherence with the Data Protection policies.

Person Specification

Advice Service Manager

Team: The Management Team

Reports to: Senior Operations Manager

Responsible for: Designated Teams

Experience

- Experience in managing, recruiting, motivating, and developing staff.
- Experience of supervising or managing an advice service or project.
- Proven ability to monitor and manage performance against quality standards and KPIs.
- Experience of using case management systems and producing performance reports.
- Demonstrated ability to lead teams, prioritise workloads, and make decisions in a high-demand environment.

Skills and Abilities

- Ability to create a positive, inclusive, and empowering work environment.
- Ability to meet Citizens Advice competence requirements for both advice session supervision and generalist advice.
- Strong verbal and written communication skills.
- Ability to interpret complex information, analyse data, and produce clear, well-structured reports.
- Proficiency in using IT systems, including Excel and other data tools.
- Confidence in developing and maintaining relationships with a range of internal and external stakeholders.

Personal Qualities

- Commitment to the aims, principles, and policies of the Citizens Advice service.
- Commitment to continuous professional development.
- Willingness and ability to travel and provide operational cover across services when needed.

Desirable

- Good understanding of the welfare benefits system, including the use of benefits calculators in complex cases.
- Knowledge of the energy market and related support schemes.
- Experience of supervising or managing a telephone advice service.
- Experience of supervising or managing a remote team.
- Familiarity with Citizens Advice quality standards and how to apply them in practice.