

- > **Job Title:** Bureau Manager
- > **Responsible to:** The Board of Directors
- > **Employer:** Moray Citizens Advice Bureau
- > **Closing date:** Friday 11th July 2025 (12.00 noon)
- > **Interviews:** Thursday 24th July 2025
- > **Location:** Moray
- > **Hours per week:** 35 (Mon to Fri)
- > **Type of contract:** Permanent
- > **Salary:** £35,000 to £38,000, dependent on experience.

Moray Citizens Advice Bureau, based in Elgin provides free, independent and impartial information and advice to the people of Moray. We deliver a holistic service offering generalist advice on a range of topics including Benefits, Housing, Employment, Consumer, Utilities, Debt, Family and Personal. Enhancing our generalist service, we have specialist advisers focusing on more complex issues requiring representation and support. We also operate an Outreach service in the rural areas of Moray. Every year more than 2000 people turn to Moray CAB for assistance and the number is growing.

Job description

The Manager of Moray CAB reports to the Board of Directors and is responsible for all aspects of running the Bureau and managing staff, volunteers and systems. This is in line with the aims, principles and policies of Citizens Advice Scotland and with a view to maximising the role and impact of the Bureau in the community.

Key responsibilities include the coordination of bureau activities, ensuring accurate information and advice is given and identifying funding streams. You will also be responsible for financial management and budgets, quality assurance and administrative/IT systems.

The successful candidate will demonstrate strong leadership and liaison skills, together with line management and financial management experience and the ability to network and to work effectively under pressure. A demonstrable commitment to the values and principles of Citizens Advice Scotland is a key requirement.

Do you have what it takes to become the public face and power behind this valued organisation?

Key responsibilities

Summary of main responsibilities:

- Overall operational control and management of the Bureau within the guidelines laid down by the Board of Directors and Citizens Advice Scotland (CAS)
- Line management of all paid and unpaid staff
- Ensure that all aspects of client enquiries are efficiently and effectively handled
- Represent the Bureau to other agencies
- Responsibility for ensuring effective use of IT

General Management Responsibilities

- To develop and strengthen the role of the Bureau in the community
- To plan, co-ordinate and manage all the activities of the Bureau in conjunction with the Board of Directors
- To ensure that the Bureau adheres to the Aims, Principles and Policies of CAS
- Facilitate and implement the Bureau's Strategic Plan and Annual Business Plan

Management of staff

- To ensure the Bureau is adequately staffed during opening hours
- To recruit and select volunteers and ensure training to achieve competence standard
- To develop and implement the Bureau's equal opportunities policy
- To provide staff support, supervision, appraisal and development
- To hold regular staff meetings and ensure discussion on all relevant Bureau matters
- To determine staff personal training requirements and develop and implement training plans to meet these needs
- To ensure staff participation in ongoing training

Advice Services

- To facilitate the compilation and updating of a local information system
- To maintain a system for the efficient handling of all Bureau correspondence
- To ensure that accurate information and advice is given
- To ensure that accurate, legible and comprehensive case records are kept
- Ensure quality of advice by monitoring client records and identifying volunteer worker training and/or support needs
- To ensure that service to clients is within the spirit of the Network Equal Opportunities Policies

Finance and Budgeting

- To ensure an accurate record of all expenditure is maintained
- To advise the Board of Directors on matters of operational expenditure
- To ensure that the Board of Directors is provided with accurate costings for all areas of planned activity
- To assist the Treasurer or any other Board Standing Committee in the preparation

of annual projected budgets and make representations to funders, as required, by the Board of Directors

- To implement the Bureau Fund Raising Strategy
- To generate income from a wide range of appropriate funding sources
- To lead in the identification of funding streams
- To develop and submit applications to potential Funders.

Representing of the Bureau

- Liaise with members and officers of the Local Authority and participate in appropriate community groups
- To represent the Bureau in local networks as and when required
- To maintain and develop existing contacts with funders and other agencies
- To liaise and maintain links with appropriate statutory, voluntary and professional bodies
- To contribute to and participate in the activities of CAS and to represent the Bureau as required by the Board of Directors
- To maintain and develop the Bureau's role and relationship with CAS and other national agencies

Audit and Quality Assurance

- To assist in the audit, by the Association, of the Bureau by compiling information, undertaking research and preparing reports
- To put in place and implement a quality control system for the monitoring of the service provided to clients
- To prepare full, accurate and regular reports on all Bureau activity as required by the Board of Directors
- To maintain accurate statistics of client enquiries and ensure their timely despatch to CAS head office

Administration

- To design and maintain effective administrative systems and procedures to ensure the smooth operation of the work of the Bureau
- To ensure that the Bureau premises and equipment are maintained to as high a level as possible and that the requirements of Health and Safety legislation are met
- To seek opportunities for press and media coverage of the work of the Bureau
- To provide committee services as required to the Board of Directors
- To provide the Board of Directors with reports and policy guidance on and review relevant matters
- To ensure that the Bureau makes statistical, legal and social policy returns to CAS to meet membership requirements
- To ensure that the Bureau carries out local social policy work as required

Management of bureau IT facilities

- To assume overall responsibility for, and ensure the effectiveness and secure use of, all IT and communication systems and procedures to ensure the smooth operation of the Bureau objectives
- To ensure that all staff have access to, and are adequately trained in, the Bureau IT systems and software applications to perform effectively
- To advise the Board of Directors, in conjunction with CAS staff, on matters of IT planning, security, maintenance and budgeting
- To promote user confidence in, and facilitate the introduction of, IT systems within the Bureau
- Ensure the adherence to, and compliance with, the Bureau legal obligations under such as the Data Protection Act

Other

- To keep abreast of the latest developments in the information and advice field and advise the committee on the need for change and development
- To carry out any other reasonable task as requested by the Board of Directors

Person specification: Knowledge, skills and experience

MANAGER	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Good general education.	Recognised management qualification. IT qualification (e.g. ECDL) or equivalent level.
EXPERIENCE	4 years managerial experience in staff recruitment, training and supervision. Experience in staff appraisal and development. Experienced in office administration. Experience in financial/budget control. Good understanding of office technology and the role of effective IT systems. Experience working with a Board of Directors.	Paid or unpaid work in advice field. Financial management expertise. Paid or unpaid work in voluntary sector. Experience in voluntary sector management. Experience of managing office IT systems. Understanding of the basics of accessibility needs.
SKILLS AND ATTRIBUTES	Excellent written and oral communications skills. Computer proficient. Skilled in report writing. Able to work to budget. Ability to work under pressure. Keen analytical skills. Works well in changing circumstances.	Ability to conduct detailed negotiations. Statistical analysis skills. Project management. Ability to work with other Community Groups. Knowledge and use of a wider range of computer software applications. Ability to promote confidence in others IT skills and abilities.
VALUES AND ATTITUDES	Commitment to team working approach. Support of the principle of volunteering. Experience of implementing Equal Opportunities Policies and practices Commitment to equality of opportunity within CAB and its services.	Proven ability of working as part of a team within a community development or volunteer setting.
KNOWLEDGE	Knowledge of committee procedures. Knowledge of the benefits of IT. Knowledge of HR processes, such as complaints and grievance handling. Knowledge of the need and responsibilities of the Data Protection Act. Knowledge and fulfilment of the role of Company Secretary.	Awareness of the social needs of local communities. Awareness of the needs and responsibilities of the Data Protection Act. Understanding of local authority structures.
OTHER	Ability to work with the media. Ability to work as part of a network of CAB and as a national network.	Having or acquiring first aid training.

For an application pack: please contact:

- Mary Riley, Manager,
- Tel: 01343 559001 or 559004
- Email: bureau@moraycab.org.uk
- Ask for an application pack in person at 6 Moss Street, Elgin, IV30 1LU Mon to Fri 9.30 am to 12.30 pm.

Additional requirements

- The post is subject to a Basic Disclosure Check
- CV's not accepted

The Moray Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.

Charity number: SC018026

Charity name: Moray Citizens Advice Bureau