

# Head of Energy and Seasonal Health

## 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 Gillian Grimes (Director of Operations) by emailing [gillian.g@northyorksca.org.uk](mailto:gillian.g@northyorksca.org.uk) or calling 01609 776551



# Overview of North Yorkshire Citizens Advice & 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. Our experienced advisers and highly skilled volunteers provide personalised advice to tackle their immediate problem while also addressing any underlying and overlapping issues.

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 Head of Energy and Seasonal Health will lead and take overall responsibility for the delivery and development of our energy advice service in North Yorkshire. This includes management of the Warm and Well phone line, online advice and information and outreach work in partnership with the Community Development Manager. The post-holder will manage the Energy Project Managers to ensure projects meet performance targets, services are high-quality and accessible and the organisation maintains a strong reputation with clients, partners and funders.



## Job description

### Service delivery

- Oversee the design, delivery and continuous improvement of the energy advice service
- Work with Energy Project Managers to monitor and evaluate local and national projects against agreed targets and outcomes
- Ensure reporting for funders and stakeholders is accurate, timely and meets requirements
- Identify opportunities to strengthen and expand the service to meet emerging needs.

### Team leadership and management

- Line-manage Energy Project Managers, ensuring effective supervision, support and professional development
- Build and support a collaborative, high-achieving team dynamic for staff and volunteers in both office and remote settings
- Ensure adequate staffing, resources and contingency planning across the service
- Allocate workloads effectively, monitor achievement of objectives and address performance issues where necessary
- Contribute to a supportive and inclusive organisational culture as part of the senior leadership team.

## **Learning and development**

- Work with the Director of Operations to identify and address your own professional development needs
- Collaborate with the training team to maintain and implement training programmes for energy staff and volunteers
- Support staff in identifying learning needs and contribute to the organisation's learning and development plan.

## **External representation and partnerships**

- Represent the organisation with funders, partners, networks and at relevant meetings, conferences and events
- Support the development of funding bids and partnership opportunities to sustain and grow the energy service
- Contribute to media and communications activity to raise awareness of the service.

## **General responsibilities**

- Promote the aims, policies and values of Citizens Advice
- Work flexibly and travel within a reasonable distance of our North Yorkshire offices when required
- Maintain professional boundaries, confidentiality and safe working practices at all times
- Undertake any other reasonable duties within the scope of the role to ensure effective service delivery.



# **Person specification**

## **Essential**

1. Proven experience of managing staff and volunteers, with strong people management skills
2. Recent experience of delivering or supervising services within the advice sector or a closely related field
3. Ability to plan, manage and deliver projects to agreed targets and deadlines

4. Strong communication skills, both written and verbal, with the ability to engage confidently with staff, partners and funders
5. Ability to analyse data and produce accurate, timely reports for internal and external stakeholders
6. Good IT skills, including use of case management and reporting systems
7. Ability to represent the organisation positively and build effective partnerships
8. Understanding of equality, diversity and inclusion in service delivery and staff management
9. Willingness and ability to travel to meetings in Scarborough and at other North Yorkshire sites when required
10. Ability to work collaboratively as part of a senior leadership team.

### **Desirable**

11. Knowledge of energy advice and seasonal health issues
12. Experience of supporting funding applications or partnership development.



## **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.**