

Project Manager

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 Lisa Barwell by emailing lisa.b@northyorksica.org.uk or calling 01609 776551 extension 1093



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 Project Manager will be responsible for the delivery of a number of advice projects at North Yorkshire Citizens Advice & Law Centre.

Projects will vary depending on funding, and the postholder will need to be flexible and able to adapt to different project requirements over time.

The role involves monitoring performance, supporting staff and volunteers and ensuring that services run effectively and meet agreed targets. The Project Manager will play an important part in helping the organisation deliver high-quality advice services and make a positive difference to local communities.



Job description

Service delivery

- Manage the day-to-day delivery of assigned advice projects, ensuring services meet agreed targets and outcomes
- Monitor performance against agreed targets and take action where needed
- Produce reports for internal use and external funders, ensuring they are accurate and submitted on time
- Support the ongoing improvement of service delivery, systems and processes
- Support effective service delivery, including planning for adequate staff cover.

Team support and coordination

- Support and supervise project staff and volunteers in their day-to-day work
- Work collaboratively with other Project Managers to share learning, support one another and ensure consistent approaches across projects
- Help ensure that work meets Citizens Advice quality standards and funder

requirements

- Hold regular supervision and performance sessions with staff, offering guidance and support
- Plan and allocate work, monitor progress against deadlines and provide support where needed
- Promote good teamwork and effective communication across the team
- Support the delivery of training and share knowledge with staff and volunteers where appropriate.

Learning and development

- Take responsibility for your own learning and development, with support from the Director of Projects
- Work with the Training Team to identify and support the learning needs of staff and volunteers.

Partnership working

- Build and maintain positive working relationships with internal colleagues, partners and external organisations
- Liaise with members of the Senior Management Team to seek guidance, raise queries and contribute to the development of new projects
- Represent the organisation at events and meetings with Citizens Advice and external partners where appropriate.

Other Duties

- Promote the aims, values, and membership requirements of the Citizens Advice service
- Work flexibly to support different projects and locations within reasonable travelling distance of your local office
- Maintain confidentiality and work within professional boundaries at all times
- Carry out any other reasonable duties to support the effective delivery and development of services.



Person specification

1. Experience of managing or coordinating projects, including monitoring progress against targets and ensuring delivery to deadlines
2. Understanding of working within a service-focused environment, ideally within the not-for-profit sector and/or a client-facing service
3. Experience of monitoring performance and producing accurate reports for internal and external stakeholders
4. Experience of line managing, supporting or supervising staff and/or volunteers
5. Strong organisational and planning skills, including the ability to manage competing priorities and meet deadlines
6. Good communication skills, able to communicate clearly and effectively with a range of audiences
7. Ability to work collaboratively as part of a team and contribute to shared goals
8. A flexible and adaptable approach, with the ability to respond to changing priorities and work across different projects
9. Good IT and administrative skills, including maintaining records and producing reports
10. Commitment to equality, diversity and inclusion and to promoting these in the workplace and in service delivery.



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.