| **Job Title:** | **Head of Operations** |
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| **Reporting to:** | CEO |
| **Salary:**  **FTE:** | £42,200 per FTE  Between - 0.6FTE to 1 FTE worked flexibly. |
| **Location:** | Trowbridge, Chippenham or Salisbury |
| **Role purpose:** | **A significant leadership role managing core finance and business functions including people, premises, IT and HR.** |
| **Key accountabilities** | **Key elements/Tasks**  To provide strategic financial leadership to WCA ensuring the organisation is financially viable and developing in financially sustainable ways  Contribute to organisational leadership across Wiltshire Citizens Advice (WCA).  To provide strategic direction, leadership and management oversight to finance, and corporate service functions.  To provide strategic HR leadership, formulating personnel systems and strategies appropriate to WCA’s vision and values. |
| **Financial Management** | Manage the overall budget, identify cost savings and maintain a tight control on resources.  Lead the annual budget planning process and support trustees and treasurer with strategic budget management.  Take decisions on direct expenditure within the Operations Team budgets; ensure all expenditure is cost effective.  Report to Trustee Board as required on financial performance in a mutually agreed format, making comments and recommendations where necessary.  Justify any significant variances from budget, recommend and take any corrective actions required.  Lead the income generation strategy. |
| **Strategic Planning and development** | Participate in organisational initiatives as appropriate and contribute to the work of associated committees/working parties. |
| **Organisational Leadership** | On behalf of the Chief Executive, lead Management Team meetings setting the agenda and taking ownership of actions and delivery of outcomes.  Co-ordinate and lead the Business Support Managers team and finance team, to ensure that appropriate support and supervision methods are in place. |
| **Strategic HR** | Promote a common culture across the network, including good teamwork and lines of communication between all staff members .  Lead and ensure the recruitment and selection process of staff.  Ensure that staff and volunteers have clear objectives and targets which are regularly reviewed with them. Action any underperformance promptly and in line with WCA policy.  Ensure that consistent and effective annual appraisals take place and training needs are identified for all staff and volunteers.  Ensure that HR, IT and Health and Safety processes and policies are adhered to. Adopt appropriate measures to resolve staff or volunteer conflict in a professionally and promptly. |
| **Training and development** | Identify your own training and development needs in conjunction with the CEO.  Identify the training needs of staff line managed by this post holder. |
| **Wider environment** | Keep up to date with changes in legislation.  Promote the work visions and values of the Citizens Advice service both locally and nationally.  Represent WCA in a professional way at relevant meetings and networking functions to build on good practice and development opportunities.  To build a strong working relationship with funders and any consortium partners. |
| **Other duties and responsibilities** | To work at other offices away from your normal place of work.  When appropriate undertake occasional work outside normal working hours.  Abide by health and safety guidelines and share responsibility for safety for yourself and colleagues.  Undertake such other duties as may lie within the scope of this post to ensure the effective delivery and development of the service.  To carry out the above within the spirit and practices of our Equality and Diversity policies and to conform to the standards of behaviour and professionalism as laid down in procedures and policies. |

 **Person specification**

**Key Essential Criteria**

**Requirements for role**

1. Degree level education or equivalent through experience
2. Demonstrable knowledge and management experience of a client focused service
3. Ability to articulate organisational visionand think creatively about issues.
4. Demonstrate a strong track record in managing finances and resources within a budget in excess of £200K
5. Experience of Project management
6. Ability to lead and develop the team, including identifying training needs, the ability to prioritise work, identify and develop ideas and opportunities, delegate effectively, handle pressure and take day-to-day decisions on the running of a complex multi sited organisation.
7. Strong interpersonal skills, including the ability to motivate and lead staff and volunteers.
8. Experience of using basic IT packages, developing and maintaining management information systems and procedures
9. Excellent communication skills, including the ability to communicate effectively in person and in writing with individuals and with a wide variety of organisations, and to research and interpret complex information and produce clear verbal and written reports
10. Has a clear understanding of the core values of WCA
11. Understanding of and commitment to Citizens Advice values, aims, principles and equal and diversity policies.