

Job Description

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| Role | Interim Head of Service Delivery | |
| Reporting to | Chief Officers | |
| Salary / Grade | £37,375.47 - 41,528.30 | |
| Contract | Interim – 12 months fixed term with the potential to extend | |
| Hours | 37 hours per week | |
| Location | <p>This role will work across both Citizens Advice South West Surrey and Citizens Advice Runnymede and Spelthorne. However, the initial period will be focused on CASWS.</p> <p>The postholders home offices will be Godalming, Guildford and Farnham, with travel to other CASWS and CARS locations as required. When travelling to non-home offices expenses will be paid.</p> | <p>Level of travel: High</p> |
| Role purpose | <p>The Interim Head of Service Delivery provides strategic and operational leadership for service delivery across Citizens Advice South West Surrey (CASWS) and Citizens Advice Runnymede and Spelthorne (CARS).</p> <p>The role is responsible for ensuring that information, advice and casework services are delivered to a high standard, meet funder and regulatory requirements, and align with organisational priorities and Citizens Advice quality frameworks.</p> <p>The postholder will lead and support a team of service managers responsible for supervisors, advisers and caseworkers, ensuring effective leadership, strong people management and clear accountability for performance across all areas of service delivery.</p> <p>As an interim role, the postholder will also support organisational development across both services, helping to strengthen leadership practice, service quality and collaborative working.</p> | |

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| | This role will play an important part in strengthening leadership capacity across both organisations during a period of development and collaboration. | |
| Functional responsibilities / competencies | Key elements/Tasks | % of Time |
| Leadership of Service Delivery | <ul style="list-style-type: none"> • Provide overall leadership and accountability for all service delivery across both organisations. • Ensure services operate effectively and meet agreed performance targets, funder requirements and Citizens Advice quality standards. • Work with service managers to monitor delivery, identify risks and ensure corrective action where required. • Support managers to develop and manage their teams effectively. • Ensure consistency of service standards and processes across service areas where appropriate. • Contribute to the strategic direction of both organisations as part of the senior leadership teams. • Ensure effective systems and metrics are in place to monitor service delivery, performance and client outcomes, providing regular reporting to Chief Officers and Boards. • Lead service reviews to identify opportunities for improvement and innovation. • Support the implementation and continued development of service delivery models across both organisations. • Ensure services are delivered in ways that reflect organisational values and meet community needs. | 40% (35% initially) |
| People Leadership and Management | <ul style="list-style-type: none"> • Provide leadership and line management to service managers. • Support managers to lead their teams effectively and develop strong management practice. | 25% (20% initially) |

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| | <ul style="list-style-type: none"> • Ensure managers have the support and accountability needed to manage performance within their teams. • Address performance concerns through appropriate management processes where required. • Promote a positive working environment that supports staff wellbeing, collaboration and inclusion. • Support recruitment, development and retention of staff and volunteers across service delivery teams. • Be a visible presence for the whole service delivery team, promoting organisational culture, purpose and goals. <p>The role plays a key part in strengthening organisational culture and ensuring staff and volunteers are supported to deliver the best possible service to clients.</p> | |
| Quality standards | <ul style="list-style-type: none"> • Lead oversight of advice quality across all service delivery. • Ensure compliance with Citizens Advice quality frameworks, including Quality of Advice Assessments, Independent File Reviews and case checking requirements. • Monitor quality data, feedback and performance indicators to identify trends or areas of concern. • Lead organisational responses where service performance or quality falls below expected standards, working with managers to implement improvement plans and ensure sustained improvement. • Support managers and supervisors to maintain strong advice supervision and quality assurance processes. | 10% (25% initially) |
| Managing Risk and Serious Issues | <ul style="list-style-type: none"> • Provide strategic oversight of safeguarding across service delivery, acting as safeguarding lead where required. • Ensure safeguarding policies and procedures are followed and understood by teams. | 10% |

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| | <ul style="list-style-type: none"> Oversee complaints processes to ensure concerns are addressed appropriately and learning is embedded. Oversee the client behaviour policy and processes, ensuring issues are addressed appropriately and learning is embedded. Ensure services comply with relevant legal, regulatory and Citizens Advice requirements. Act as Information Asset owner for Service Delivery | |
| Partnerships and Representation | <ul style="list-style-type: none"> Build and maintain effective working relationships with partners, funders and local stakeholders. Represent the organisations externally where appropriate. Support collaboration between CASWS and CARS to strengthen shared learning and service development. | 10% (5% initially) |
| Other | <ul style="list-style-type: none"> Act as a budget holder, including authorising expenditure within agreed limits per budget/forecast Represent the organisation as appropriate at Citizens Advice and other external meetings, as agreed with the Chief Officer, deputising where appropriate. Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training. Prepare for, attend, and contribute to supervision sessions/team meetings/staff meetings as appropriate. Identify own training needs and agree with the line manager training and development activities to be undertaken. Undertake other duties as may be reasonably required within the scope of the role. | 5% |