

Person Specification

Interim Head of Service Delivery

Salary: £37,375.47 - 41,528.30

Contract: 12-month fixed term (with potential to extend)

Hours: Full time – 37 hours

Location: Across South West Surrey (initial focus) and Runnymede & Spelthorne (hybrid working available)

Essential criteria

- 1. Strong leadership and people management skills, with proven experience of leading and managing managers**
- 2. Ability to identify performance issues and support teams to address them constructively, with experience of improving service performance and quality in complex service environments.**
- 3. Ability to analyse data and use evidence to inform decisions and service improvements, including experience of managing operational performance against targets and standards.**
4. Ability to support and develop managers to lead their teams effectively, with experience of leading teams through change or service improvement.
5. Strong communication skills, with the ability to engage with a wide range of stakeholders.
6. Strong organisational and prioritisation skills in a complex and fast-moving environment.
7. Strong problem-solving and decision-making skills.

Personal Attributes

8. An excellent people manager with strong interpersonal skills.
9. Collaborative and supportive leadership style.
10. Confident communicator who can build trust and credibility.
11. Calm and resilient when managing complex or challenging situations.

12. Commitment to equality, diversity and inclusion.

Items in bold will be given higher priority in recruitment process

Requirements for role

1. Work within our organisational key principles - *you are able to work within our key principles to deliver a service that is Confidential, Free, Impartial and Independent*
2. Embed Equity, Diversity and Inclusion (EDI) in day to day work- *You understand the policies and approach to Equity, Diversity and Inclusion, and are able to use this knowledge to create and support an equitable, diverse and inclusive service and office*
3. Provide a service that meets legal and regulatory requirements and understand the purpose of quality assurance systems - *You understand the legal and regulatory requirements that apply to your role and know what to do to ensure they're met*
4. Use systems relevant to the role - *You have the digital skills needed to use the tools, software and platforms relevant to your role.*
5. Describe the range of services provided across the organisation - *You understand that Citizens Advice services are national and local, across England and Wales, and know what the different parts of the service do, both in your office and wider organisation.*
6. Be collaborative, supportive, inclusive and have integrity - *You contribute towards a safe, positive and inclusive working environment where everyone can be themselves*
7. Work constructively with others, individual and as teams - *You are able to work by yourself, with others and in teams, effectively, productively and constructively*
8. Personal Development - *You contribute proactively to the assessment of your role and team and work to continually improve*