

CEO

Job pack

Thanks for your interest in working at **Cambridge & District Citizens Advice**. This job pack will help you in applying for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Mission & Values
- Overview of Cambridge & District Citizens Advice
- The role profile and person specification
- Terms and conditions
- What we give our staff

How to apply?

Please apply and find the deadline dates through our website:

www.cambridgecab.org.uk/category/jobs/ Submit your job application with a CV and Covering letter

Want to chat about this role?

If you want more information about the role further, you can contact HR Lead by emailing: HRadmin@cambridgecab.org.uk

How Cambridge & District Citizens Advice works and Who We Are

We are an independent charity that provides free, confidential, impartial advice and support to anyone on any problems they face in their lives.

We undertake research and campaigning to improve the policies and practices that affect us all.

We offer help in relation to a wide range of social welfare areas. We can help enforce employment and housing rights, manage people's money, improve, and access benefit entitlements. We promote consumer rights, such as protecting people from scams and rogue traders.

Cambridge & District Citizens Advice CCAB is part of a network of around 300 other local Citizens Advice Offices. We are all regulated by, and members of, National Citizens Advice who audit the quality of our work regularly.

Our work is also regulated by the Financial Conduct Authority and our Money Advisers are all members of the Institute of Money Advisers.

Our Mission Statement

The Citizens Advice service provides free, independent confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The Citizens Advice Service Aims

To provide the advice people need for the problems they face

To improve the policies and practices that affect people's lives

To be proactive where possible and reactive when necessary

Our Values

We are:

Purpose-driven - We always focus on the people who need our help

People-focused - We recognise, value and reward everyone's contributions and talents in an open, fair and meaningful way

Collaborative - We build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

Our History

Cambridge & District Citizens Advice was one of the first Citizens Advice offices to be set up in 1939 at the start of World War II. We were created to advise people on practical and legal issues connected with the war. These included rationing, housing, blackouts and financial issues.

Things did not get much easier for people after the war. This meant that the Citizens Advice service was still necessary to provide support and advice on a growing number of problems, including around benefits from the new welfare system set up in 1948.

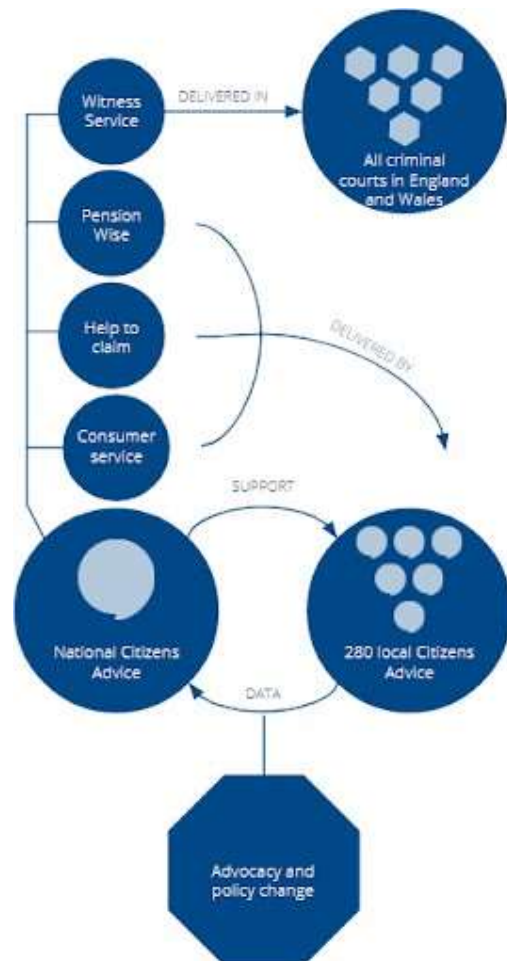
Over the years, the exact nature of the problems people has shared with us has continued to change, as have the ways in which we deliver advice. We used to deliver advice using horse carts and now there are over 300 local Citizens Advice offices.



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons
- 6,500 local staff
- over 23,000 trained volunteers



Services provided by Cambridge & District CA

We provide our clients with free confidential and impartial advice via telephone, digital chat, face-to-face and email advice channels. We advise clients on a wide range of topics such as welfare benefits and tax credits, money and debt, housing,

employment, immigration and consumer issues. We take a holistic approach to giving advice so that we consider the wider impacts of our clients' presenting issues on other aspects of their daily lives. We empower our clients to find a way forward with their issues.

Our clients

During 2022/23 we helped 26,429 clients (up from 20,564 in the previous year). Those clients gained £21.1m income (This compares to £11.2m in 21/22 and £6.8m in 2020/21.) The total number of issues raised by clients was 73,566. The majority of these (42,623) were benefits advice and unsurprisingly, given our national contract at the time, 68% were about Universal Credit.

Our Equalities monitoring shows we continue to attract a younger age group than we did pre-Covid. We see a higher rate of females to males but only slightly. With regards to ethnicity, Black, Asian and Minority ethnic clients made up 22% of our client base. 51% of our client base has a disability or long-term condition.

Staffing

Our workforce

We have 37 paid staff and 67 volunteers. Our [Organisational Structure](#) illustrates how these staff and volunteers are organised.

Budget

Our 2024 / 2025 expenditure will be £1.3 million

Our main funders

- [Cambridge City Council](#)
 - Core
 - Financial Capability
 - Specialist Welfare Rights
 - Homelessness Prevention

- [Citizens Advice](#)
 - Energy Advice Programme
 - Help through Hardship (Trussell Trust)

- [South Cambridgeshire District Council](#)

Our main projects are funded by:

- Cardinal Management, Major Trauma Signposting Partnership (Addenbrookes)
- Cambridgeshire County Council:
 - Income Maximisation
- Cambridge Housing Society, Cambridgeshire Local Assistance Scheme (CLAS)
- John Huntingdon Charity
- Change Grow Live
- Cambridge City Foodbank
- Health Alliance

[Annual Report and Accounts](#)
[Business Plan](#)

The organisation is overseen by a Trustee Board

[Who we are](#)



The role

Job Title:

Chief Executive Officer

Personal Qualities:

- A passion and desire to transform lives through the provision of expert high-quality advice
- An understanding of the issues facing our clients and community, the socio-economic, policy and regulatory landscape within which we operate, and the root causes of poverty and hardship.
- An exceptional communicator, genuinely seeking out the opinions of others, actively listening, reflecting and responding.
- A highly visible, inclusive, motivating and inspiring leadership style.
- Friendly and approachable with high levels of integrity transparency, openness, honesty and the self-awareness to generate trust in others

Leadership and Strategy

- Provide leadership to a complex advice and advocacy organisation.
- Work with the Trustee Board to develop a compelling vision and strategy to drive the

charity's development.

- Promote the aims, principles, policies, interests and wellbeing of the organisation and the wider Citizens Advice service to protect its integrity and reputation.
- Lead the development, Implementation and monitoring of the charity's business plan, setting objectives for how strategic priorities will be delivered and the resources required to do so.
- Inspire, engage, communicate, listen and respond to staff and volunteers in the formulation of strategy and plans.
- Ensure the voices and experience of staff and volunteers at all levels, and clients are heard and taken into account.

People Management and Organisational Development

- Build, lead, manage and coach an effective senior management team.
- Develop and promote a positive, inclusive and supportive culture that re-enforces CCAB's values and principles, enabling staff and volunteers to fulfil their potential and offer excellent services to clients.
- Oversee the delivery of a learning and development plan that supports the development of staff and volunteers

Operational Management and Planning

- Oversee the delivery of high quality, effective information, advice and advocacy services that provide value for money for funders and desired outcomes and impact for our clients and community.
- Lead the development and implementation of Equality, Diversity and Inclusion policies, procedures, guidelines, practices, and behaviours to identify those most in need of CCAB's services and to improve the access, experience, and outcomes for marginalised service users.
- Ensure appropriate structures, resources and controls are in place to deliver high-quality services.
- Oversee management of premises and associated assets secure best value for money.

Governance and Compliance

- Provide support and advice to the Trustee Board and its Committees including regular, accurate and timely reports on performance against strategy, budget, business plans and strategic risks, ensuring CCAB enjoys high quality and effective governance.
- Be responsible for ensuring that CCAB meets its compliance commitments to the Charity Commission, Companies House, Money and Pensions Service, Office of the Immigration Services Commissioner, Information Commissioners Office, Financial Conduct Authority, Specialist Quality Mark, Advice Quality Standards and Citizens Advice, Health and Safety Executive.

- Have effective policies and procedures are in place for health and safety, risk and financial management, information and data security, safeguarding and complaints to ensure assurance and compliance with legal and CCAB policy standards
- Identify, mitigate and manage strategic risks and embed a positive and enabling risk management culture across the organisation.

Finance and Funding

- Identify funding opportunities and secure funding to support the delivery of existing activities and to develop new services in line with CCAB's Mission and Business Plan
- Ensure the financial stability and sustainability of the organisation through effective budgeting, resource management and financial controls.
- Oversee the day-to-day management of finances to ensure CCAB meets its financial obligations and develops sufficient financial resilience to be sustainable.
- Ensure the Trustee Board receives timely, complete and accurate financial information and accurate returns to funders and Citizens Advice are submitted on time.
- Ensure appropriate financial regulations and controls are in place and that all finances are properly administered, monitored and reported.

External Relations and promotion

- Be the principal public face of CCAB and be comfortable representing the organisation in a diverse group of local and national fora.
- Play an active role as a member of national Citizen's Advice seeking to harness support for local initiatives and to influence national developments.
- Maintain the overview of CCAB's public profile, media presence and input to local, regional and national media.
- Support and coach staff with media appearances and attendance at external fora.

Policy Influencing and Campaigning

- Lead policy influencing and campaigning work ensuring that CCAB meets its commitments as part of the Citizens Advice Service.



Person Specification

Factor	Essential
Leadership and Strategy	<ul style="list-style-type: none">• Experience of senior leadership within a complex multi-channel organisation• Understanding of the Voluntary and Community sector• Experience of developing and delivering strategy and business plans.• Excellent team building skills and experience, with the ability to inspire and lead a passionate and committed team, at all levels of the organisation, to perform to the best of their abilities• Experience of building positive and productive relationships with a diverse group of internal and external stakeholders including a range of funders, partners and policy makers.• Experience of managing change within an organisation, considering the views and experiences of all stakeholders
People Management and Organisational Development	<ul style="list-style-type: none">• Strong people management skills acquired through extensive experience, including effective delegation, recruitment, retention and performance management.• Demonstrable commitment to equality and diversity• Proven ability to work with people at all levels, from different backgrounds and with a variety of learning and thinking preferences• Understanding of the management of volunteers, and how this is different from managing a paid workforce.
Operational Management and Planning	<ul style="list-style-type: none">• Understanding of what good advice services look like.• Experience of engaging people from diverse backgrounds in developing and improving services with an understanding of the inequalities that affect them.• Understanding of operational management, including project and programme management, and associated risks and controls.

Governance and Compliance	<ul style="list-style-type: none"> • Knowledge and experience of charity governance and compliance requirements for a UK based charity • Understanding of quality assurance and compliance systems for a charity providing advice services, and what is required to comply with them. • Experience of effective strategic risk management.
Finance and Funding	<ul style="list-style-type: none"> • Experience of strategic financial management in a complex multi-funder environment. • Track record of developing new services to meet community needs. • Experience of successful income generation and bid development and writing. • Solid understanding of charity finance. Understanding of financial risks and experience in mitigating them. • Experience of managing large and complex budgets.
External Relations and promotion	<ul style="list-style-type: none"> • Excellent oral presentation skills and experience of public speaking. • Experience of representing an organisation at a variety of external fora. • Personal credibility to operate at a high level with external stakeholders. • Good understanding and ability to use a variety of communication channels including social and digital media
Policy Influencing and Campaigning	<ul style="list-style-type: none"> • Understanding of how to build convincing cases for changes in policy and practice. • Understanding of local and national government policy development and research and appreciation of its impact on CCAB



Terms and Conditions

References

All job offers are subject to the receipt of two satisfactory references including one from your current or most recent employer.

Disclosing and Barring Services (DBS) Check

This position will also require the successful candidate to undergo an enhanced DBS check and fit and proper test declaration.

Political impartiality

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party-political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

Flexibility and Hours of Work

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, fixed (non-standard) working hours, some working from home and job-sharing.

For full-time employees, the working hours are 37 hours per week, and we are open to a conversation about working hours. Normal full-time working hours are 9 - 5 Monday to Thursday and until 4.30 pm on Friday, although these hours may vary from week to week to meet the needs of the job.

For this role we would expect at least 3 days a week in the Office and in person attendance at Board and Committee meetings which are currently held mainly on Mondays from 4-6pm, though this could be subject to change to meet the needs of Trustees.

You will be required to do some evening work for example attending fundraising events.

Entitlement to Work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that CCAB does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Location

Our offices are close to Cambridge Railway Station at:
Cambridge & District Citizens Advice
66 Devonshire Road
Cambridge
CB1 2BL

Salary: c £58,000 per year

Working hours: 37 hours per week, Full-time

Contract Term: Permanent



What we give our staff

Perks

- Holidays 24 days of annual leave, plus Bank Holidays per year
- Christmas closure up to a total of 4 extra days
- After each 12 months of employment, you gain an extra day of leave, up to a maximum of 5 years of service.
- Death in service insurance and Employee Assistance Program Schemes
- The organisation contributes 7% towards your pension
- IT Equipment provided
- Free parking
- Cycle Scheme
- Hybrid working

Benefits

- Variety of learning and development options

- TELUS – Employee Assistance Programme (EAP)
- Death in Service Insurance / other EAP schemes
- CCAB CycleScheme

How to Apply

Thank you for your interest in joining our team. To streamline the application process, please follow these steps:

1. Visit our website and navigate to the CEO Recruitment page for essential information, including the Job Description, Organization Structure, Annual Reports, and Business Plan. Access the page through this link: [CEO Recruitment Page Link](#)
2. After thoroughly reviewing the provided materials, proceed to the application by selecting the designated link. [Job Application Form](#)
3. Prepare the following documents before starting the application process:
 - **CV/Resume**
 - **Cover Letter:** A Supporting Statement of no more than four A4 pages describing your motivation for the role, what you will bring to CCAB and how your experience meets the Essential Criteria shown in the person specification
4. The application process requires you to submit personal information, upload your CV, and attach your Cover Letter. Ensure you have all the necessary information ready before initiating the application.

We appreciate your time and effort in completing the application accurately. If you encounter any issues or have inquiries, please contact HRAdmin@cambridgecab.org.uk

The Selection Process

Shortlisted candidates will be invited to a two-day selection process.

- **Day 1** – Meet with Partner, Staff and Volunteer panels and have the chance to see our office.
- **Day 2** - A panel interview with Trustees, which will include a presentation.

Important Dates:

The Closing date for applications: **Tuesday 2nd April 2024 at 9 am.**

The selection process and interview dates are: **Wednesday 17th, and Thursday 18th April 2024.**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application.

If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

If you would like an **informal discussion** with the Chair of Trustees before you submit your application, please contact:

Antoinette Jackson, Chair of Trustees

Email: antoinettej@cambridge.cab.org.uk

[Please note she will not be able to pick up emails during 1-9 March 2024].