

Operations Manager

Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice Sandwell & Walsall.

Want to chat about this role?

If you would like to chat about this role further, you can contact us at:
staffrecruitment@citizensadvice-sandwell-walsall.org

How to apply?

Please visit our [website](#) to download an application form.

Who We Are

At Citizens Advice Sandwell & Walsall, we are proud to be The **People's Champion**. Every day we stand alongside people in our communities, providing free, confidential and impartial advice that helps people understand their rights, overcome challenges and build a better future.

Our work is driven by a simple purpose: to make a positive difference to the lives of the people we serve. Whether we're supporting someone with debt, housing, benefits, employment or consumer issues, we are committed to delivering a service that is compassionate, professional and accessible to everyone.

Everything we do is guided by **Our Roots**, these are our values that shape our culture, our decisions and the way we work together.



TRUST

We build confidence through honesty, integrity and reliability



INCLUSIVE

We welcome, value and support everyone, embracing diversity and ensuring every voice is heard



RESPECTFUL

We treat everyone with kindness, dignity and understanding, recognising the value of every individual.



EMPOWERING

We enable people to make informed decisions, develop their confidence and achieve positive outcomes.



EVOLVING

We are committed to learning, improving and embracing change so we can continue to meet the needs of our communities.



Putting **Our Roots** into action

Our Roots are more than just values, they are the foundation of who we are. They guide how we support our clients, collaborate with colleagues and build strong partnerships across our communities.

If you share our passion for helping others and want to be part of a team that lives its values every day, we'd love to welcome you to Citizens Advice Sandwell & Walsall.

Our Vision

To be The People's Champion providing advice and support that empowers people and communities across Sandwell and Walsall to thrive.



The role

Hours	37 hours per week
Salary	£35,399 per Annum
Contract	Permanent x 2 Fixed Term - 12 months x 1
Location	Sandwell and Walsall
Closing Date	21st July 2026

Job Purpose:

- You will be an excellent people manager, with experience of motivating, inspiring and leading teams to achieve high quality standards and performance targets.
- You will care about people, and be able to adapt to get the best from them as individuals. You will be comfortable with producing reports, leading meetings, assessing your team's work, and adapting to the changing needs of the service.
- Based primarily in Sandwell and Walsall, the position requires supporting the wider services to ensure consistent and effective service delivery.

Key Responsibilities:

Service Delivery

- Lead a team of staff, supporting them operationally during working hours
- Conduct regular project performance reviews to ensure the service delivery meets key performance indicators (KPIs) set by our funders
- Develop people to ensure they are working at their best, providing quality work and meeting reasonably set targets
- Ensure delivery of agreed level of service and sufficient staff cover by contributing to the forward planning of resources and tasks.
- Ensure that up to date processes and resources are available to the projects.
- Ensure that clients are provided with the correct advice and options, based on the client's need and CA Sandwell & Walsall resources.

- Monitor the quality of service delivery through observation, client feedback, and 1-1's
- Hold regular team meetings that focus on driving the quality of service delivery
- Ensure that follow ups are being completed and regularly check team client lists.
- Help develop and maintain standards of service delivery.
- Help with the continuing development of the service by feeding operational ideas to the Executive Management Team
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Encourage a cross functional team with a “no silo” mentality.

People Management

- To directly manage a team of staff.
- Ensure that each team member is provided with sufficient training, development and support to allow them to perform effectively in their role.
- Conduct regular one-to-one reviews with Staff.
- Deal with conduct and performance issues, in a timely, consistent and fair manner, in line with the organisation's policies and procedures.
- Work in line with company policy and alongside other managers to ensure fairness, consistency and equality throughout the organisation.
- Encourage good teamwork and lines of communication between all members of staff

Administration

- Maintain and monitor effective and efficient administration systems.
- Monitor an effective health and safety policy with regard to staff, equipment and premises within statutory requirements.
- Maintain complaints procedures in accordance with NACA guidelines.
- Lead the monitoring and collection of data regarding client outcomes and performance indicators and report on such.

General

- Manage own time and resources
- Attend one to one, service delivery and any other meetings as required.
- Any other duties as agreed with Line Manager, commensurate to the post
- At all times during employment, to comply with the provisions of General Data Protection Regulations (GDPR) and with any policy introduced by the Company to comply with the Act

7. Health and Safety

- Take reasonable care for the Health and Safety of yourself or others persons who may be affected by your acts or omissions.
- Ensure staff teams are meeting health and safety requirements in line with company policy and statutory legislation.
- Cooperate with the Organisation to comply with any safety rule and/or duty or requirement imposed under legislation or relevant Codes of Practice.
- Maintain safe and clean conditions in your working area.
- Work in accordance with information and training provided.

Other such duties may be required from time to time due to business needs, which are consistent with the Job Purpose.



Person specification

Essential	Method of assessment
1. Experience of supporting service improvements including Technology changes across Services within a Charitable Organisation	A/I
2. Experience of working with a Commissioner/Funder/Service to deliver KPIs and Reporting to a high standard	A/I
3. Experience of supporting different channels of services and training, eg Face to Face, Telephone, Online, Digital	A/I
4. Experience of working with multiple levels across an organisation to deliver change	A/I
5.. Experience of managing a key Service Area eg Debt, Benefits, Energy or a transferable Service	A/I
6. Experience in people and resource management, working to organisational policies and guidelines	A/I



What We Offer Our Colleagues

At Citizens Advice Sandwell & Walsall, we know that our colleagues are at the heart of everything we do. That's why we're committed to creating a supportive, inclusive workplace where you can thrive, grow and make a meaningful difference every day.

As **The People's Champions**, we believe in recognising and rewarding the dedication of our colleagues. From generous annual leave and flexible working to wellbeing support and professional development, we offer a range of benefits designed to support you both in and outside of work.

Our Benefits

- **Generous Annual Leave** – Enjoy 26 days' annual leave plus bank holidays. Your entitlement increases to 31 days after five years' service and 33 days after ten years' service.
- **Flexible Working** – We recognise the importance of work-life balance and offer flexible working arrangements where business needs allow.
- **Competitive Pension Scheme** – Helping you build a secure future.
- **Paid Volunteering Day** – One fully paid day each year to volunteer for a cause that matters to you.
- **Blue Light Card** – All paid colleagues are eligible to apply for a Blue Light Card, giving access to discounts on shopping, dining, travel, entertainment and much more.
- **Annual Pay Review** – We review pay annually to help ensure it remains fair and competitive.
- **Health & Wellbeing Support** – Access to our Employee Assistance Programme (EAP), providing free and confidential advice and support.
- **Learning & Development** – We invest in your future through training opportunities, professional qualifications and ongoing personal development.

Supporting Every Colleague

We're committed to creating a workplace where everyone feels respected, valued and supported. Our inclusive policies help colleagues through different stages of life and reflect our commitment to equality, diversity and inclusion.

- **Carers' Policy** – Up to three days' paid carers' leave and five days' unpaid carers' leave within a 12-month period.
- **Menopause Policy** – Providing guidance, understanding and practical support for colleagues experiencing menopause.
- **Trans Inclusion Policy** – Creating an inclusive workplace where colleagues of all gender identities feel safe, respected and empowered to be themselves.

How to apply?

Please complete the application form, highlighting your suitability for the role by addressing the essential criteria outlined in the person specification. Please send your

completed application to: staffrecruitment@citizensadvicesandwell-walsall.org by 11:59pm on the closing date.

If you require any adjustments or support to help you with your application, please don't hesitate to contact us at 07483368469 or via email at: staffrecruitment@citizensadvicesandwell-walsall.org

Applicants must have the legal right to work in the UK. As part of our recruitment process, you will be required to provide evidence of your right to work before employment can commence. Please note that proof of eligibility will be requested at the interview stage.

Wishing you all the best with your application!