

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?

If you are interested in this opportunity, please submit:

- An up to date CV and
- A covering letter (maximum two A4 pages explaining how your skills, knowledge and experience meet the requirements of the person specification)

Please ensure your covering letter provides clear examples of how you meet the essential criteria outlined in the person specification. Shortlisting will be based on the information provided in applicants CV and covering letter.

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 help create a society where people face fewer problems and everyone has the knowledge, confidence and support they need to move forward.

As **The People's Champions**, we are committed to empowering individuals, strengthening our communities and using our insight to influence positive change. Every day, we work to ensure that everyone can access free, confidential, independent and impartial advice when they need it most.

Our Organisation and Services

Citizens Advice Sandwell & Walsall is one of the largest local Citizens Advice within the West Midlands Combined Authority. We support over **18,000 residents each year**, helping people resolve more than **65,000 issues**, and secure over **£12 million in confirmed gains**.

Our organisation employs **72 paid colleagues** and is supported by **40 dedicated volunteers** who are committed to making a real difference within our communities. We are anticipating our FTE will be **95** moving into 2027/2028 Financial Year. **This would be a 45% increase in 2 years.**

Our four key service areas are **Debt, Welfare Benefits, Employability and Quality**. Alongside these, we deliver a wide range of specialist services including housing advice, energy advice, energy debt support and generalist advice. **Debt is our largest area of delivery**, with a team of over 20 colleagues supporting clients with a broad range of debt and financial capability needs.

Quality sits at the heart of everything we do. We have an in-house Quality Team that provides case checking, coaching, technical guidance and training, ensuring colleagues are supported to deliver consistently high standards of advice and excellent customer outcomes.

We provide flexible, accessible services through a **multi-channel delivery model**, enabling residents to access support face-to-face, by telephone, online and via video appointments, ensuring our services remain inclusive and responsive to client needs. We still have our doors open to residents every day.

Over the last 18 months, we have experienced significant growth, **securing more than £1 million** of additional funding to expand our services and reach more communities. This growth is set to continue as we lead several regional opportunities that will transform both the scale of our organisation and the way we deliver services. We are also working with our local partners in Sandwell and Walsall on opportunities which will strengthen our offer to residents focusing on resilience. As we enter this next phase, our focus is on strengthening operational delivery, embedding robust contract management, implementing technology to gain efficiencies and creating a future-ready operating model capable of supporting sustainable growth.

Our colleagues are central to our success. We are committed to creating a positive, inclusive and engaging workplace where people can thrive. In our **2025 People Survey**, **over 90% of colleagues** would recommend us as a great place to work. From the 2025 Survey, a colleague lead forum, **Our CA, Our SAY** has been set up which allows everyone the opportunity to influence organisational decisions, share ideas and help shape the future of Citizens Advice Sandwell & Walsall. We have invested over **£60,000** in the last year in a Technology upgrade to support the wellbeing of our colleagues so that they have the tools they need to do their role effectively. We want to build on this as we move forward with AI and other emerging technologies to support the overall wellbeing of our people so they can spend more time supporting their clients.

This is an exciting time to join the organisation. As we continue to grow, innovate and transform, you will play a key role in helping us deliver our vision of being The People's Champion, providing advice and support that empowers our communities to thrive.



The role

Hours	37 hours per week
Salary	£35,399 per Annum
Contract	x2 Fixed Term - 31/08/2027 <i>This is a fixed-term contract with the potential to become permanent, subject to the availability of ongoing funding and business requirements.</i>
Location	Sandwell and Walsall
Closing Date	16th August 2026
Interview Date	25th August 2026

Job Purpose:

To provide effective leadership and operational management, motivating, inspiring, and supporting staff to achieve high-quality standards and performance targets. The postholder will adopt a flexible management approach to meet the needs of individuals, assess performance, provide constructive feedback, and respond to the changing needs of the service.

The postholder will produce reports, lead meetings, and support the consistent delivery of high-quality services. Based primarily in Sandwell and Walsall, the role will also provide support across the wider service to ensure a coordinated, effective, and consistent approach to 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

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.

Learning, Development and Training

- Keep up to date with legislation, case law, policies and procedures relating to the role and service needs
- To keep up to date with the company's mandatory training requirements keeping own CPD up to date as required
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings and forums as appropriate.
- Assist with Service initiatives for the improvement of services.

Other duties and responsibilities

- Carry out tasks that may be asked of you by your line manager to ensure the effective delivery and development of the service needs.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Understanding of and commitment to the aims and principles of the CAS&W service including our Roots values as well as our equality and diversity policies
- 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
Experience	• Experience of supporting service improvements, including technology changes, across services within a charitable organisation. • Experience of working with commissioners, funders or service partners to deliver KPIs and reporting to a high standard. • Experience of supporting service delivery across multiple channels, including face-to-face, telephone, online and digital services. • Experience of working with colleagues at all levels across an organisation to implement and embed change. • Experience of managing a key service area (e.g. Debt, Benefits, Energy) or a transferable service. • Experience of people and resource management, working in line with organisational policies and procedures.	A/I
Knowledge	• Knowledge of performance management, KPI monitoring and reporting requirements within funded services. • Knowledge of service improvement methodologies and change management principles. • Knowledge of multi-channel service delivery models within advice or customer-focused services. • Knowledge of organisational policies, procedures and good people management practices.	A/I
Skills	• Excellent stakeholder management and relationship-building skills.	A/I

	• Strong communication and influencing skills, with the ability to work effectively with people at all levels. • Ability to analyse performance information and use data to support service improvements. • Effective planning and organisational skills, with the ability to manage competing priorities.	
Qualities	• Collaborative and adaptable approach to supporting organisational change. • Proactive and solution-focused mindset. • Commitment to delivering high-quality, customer-focused services. • Resilient, flexible and able to work in a fast-paced environment.	A/I
Learning	• Willingness to undertake relevant training and continuous professional development. • Commitment to keeping up to date with developments in service delivery, technology and best practice. • Openness to learning new systems, processes and ways of working.	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@citizensadviceandwell-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@citizensadviceandwell-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!