

Candidate information pack Head of Impact and Development

We must
keep on protecting
each other.



HANDS



FACE



SPACE

**citizens
advice**

Stevenage

cyngor ar bopeth
citizens advice
cyngor ar bopeth
citizens advice



Thanks for your interest in working at Citizens Advice Stevenage.

This job pack should give you everything you need to know to apply for this role and what it means to work for us

In this pack you'll find:

- Information about organisation
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

Want to chat about this role?

If you want to chat about the role further, you can contact Melanie Bel Haj by emailing recruitment@castevenage.org.uk





We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice we believe no one should have to face these problems without good quality, independent advice.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem.

3 things you should know about us

1. We're local and we're national. Citizens Advice is a Network made up of 4 national offices and 265 independent local Citizens Advice services across England and Wales.
2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Head of Impact and Development

Reporting to: CEO

Department: Impact and Development

Hours 37.5: per week

Salary: £37,000 – £47,000 dependant on experience

Holidays: 27 days plus Bank Holidays:

Location: Office in Stevenage. Hybrid working by arrangement

Contract 12-month fixed term:

Purpose of the Job

Working within the aims, policies and principles of the Citizens Advice Service, the Head of Impact and Development is responsible for driving the charity's strategic initiatives to enhance its reach, impact, and sustainability. This role encompasses fundraising, partnership development, and service expansion. The ideal candidate will be a visionary leader with a passion for social impact and a proven track record in growth strategy within the nonprofit sector.

Key Responsibilities

- To have lead accountability for CAS's external profile, as well as its 'advocacy and influence' strands of the strategic plan, driving the development of an integrated, cohesive and evidence-based approach to place Citizens Advice Stevenage at the heart of citizen and consumer policy within the locality.
- Lead the development of CAS's external proposition strategy, overseeing its approach to external engagement, including marketing and communications.
- Build and develop a data led approach to enable CAS to effectively measure and communicate the impact of its service, driving a data-led strategy to inform decision-making.
- Proactively seek external partnerships and opportunities to build relationships and maximise CAS's external influence to optimise outcomes.
- Oversee CASs campaigning and communications activities, including marketing and events to help build a strong external brand.
- With the CEO, develop a robust and a sustainable growth strategy to enable it to support its mission.

Job Description

Governance

- Provide the CEO with assurance that the charity's mandatory policies and procedures are in effective operation and support the delivery of the charity's aims.
- Provide scores and evidence using our leadership self-assessment portfolio to support the leadership self-assessment and review the outcome report to drive continuous improvement and risk management
- Attend meetings of the full board and subcommittees and prepare reports for the Trustee Board as required.

Strategy and planning

- Work with the CEO to ensure the Business Strategy includes Impact and Development aims to achieve the organisation's charitable purposes and is clear about the desired outputs, outcomes and impacts.
- Ensure that the strategy is accessible to and understood by all staff and volunteers and they know the role they play in achieving our goals.
- Develop an operational plan to support delivery of the strategic priorities, which is measured and monitored and reported up to the CEO and Board of Trustees.
- Support the development of the strategic priorities by proactively consulting with service users, potential users and other stakeholders to inform our strategic objectives.
- Monitor and inform the CEO of ongoing or emerging opportunities and risks which may influence sustainability and ensure that plans take account of these factors.

Bid writing and business development

- Develop a funding strategy to ensure that the long term strategic objectives and sustainability of the organisation are supported in a planned way.
- Generate income from a portfolio of bid writing, fundraising activities and campaigns to deliver or exceed annual income targets. Research and identify suitable grant-giving trusts, foundations, statutory bodies and other funding sources. Administrate and submit well-written, well-researched, compelling and complete funding applications.
- Work with the Head of Advice to understand and propose developments for new projects and services.
- Ensure all fundraising meets the standards of the Code of Fundraising Practice

Risk management and compliance

- Regularly reviews the risks to which the charity is exposed relating to Impact and Development and provide assurance that systems or procedures are in effective operation in order to manage those risks.
- Risk assess opportunities to ensure that the aims and principles of the Citizens Advice Service aren't compromised.
- Ensure Citizens Advice demonstrates and evaluates the effectiveness of systems in place to meet the requirements of all applicable regulatory bodies
- Working with the rest of the leadership team ensure that good data protection practices are embedded in our day-to-day operations.
- Monitoring of service delivery and advice service contracts performance to report against KPIs, with reference to outcomes for clients, identifying any issues and proposed actions. Reporting significant risks to the trustees.

People management and development

- Develop and implement a culture of continuous learning that will equip and develop people to deliver outstanding delivery. Responsibility for the training and development plan for the Impact and Development Department ensuring it is in effective operation including maintaining records of training needs identified and training attended.
- Working with the rest of the leadership team ensure the organisation delivers a fair, inclusive, equitable and transparent employee and volunteer experience, taking account of our EDI aims and in line with employment law and the Equality Act 2010.
- Ensure Open and timely communication that provides information about the organisation and context for decisions that are made, helps to build trust and confidence and earn legitimacy.
- Ensure the effective performance management and development of staff through regular supervision sessions, appraisals and learning and development.

Research and Campaigns

- Lead our twin aim of Research and Campaigns to exercise a responsible influence on the development of policies and practise both locally and nationally
- Develop a clear organisational approach to research and campaigning in line with our aims, strategy, culture and values. Supported by appropriate plans, policies, milestones, targets and timelines.
- Lead the use of our data and insights to influence for policy change either national or locally. This can be by running events, promoting national surveys, getting local news coverage of issues, responding to consultations, raising issues with partners or other stakeholders and bringing research and campaigning to the attention of elected officials.
- Together with the Head of Advice Services ensure that we have a robust system to assure that staff and volunteers consistently and accurately generate AIC codes, evidence forms and profile data and participate in the Network Panel Surveys.

- Together with the Head of Advice Services ensure that Paid staff, volunteers and trustees receive appropriate induction and communication about national and local research and campaigning activities and aims.

Person Specification | What you need to do this job

- Substantial experience of operating in a similar community engagement, partnership and income generation leadership role, within a comparable environment to CAS.
- Strong understanding of the advisory / welfare benefits landscape, as well as the funding operating models
- Strong interpersonal skills, with the ability to build effective relationships internally and externally.
- An in-depth understanding of how to seek and implement greater impact, influence and to raise organisational profile.
- Proven experience of identifying new commercial opportunities through a data driven, evidence-based approach to support innovation and growth.
- Budgeting & financial management experience.
- Passionate about driving continuous improvement.
- Outcome and impact focused

Application Process:

To apply, please send your CV and a supporting statement addressing each point in the person specification, in the order listed. Use examples and evidence to demonstrate how you meet the criteria.

Submit your application to recruitment@castevenage.org.uk

Incomplete applications may not be considered.

We are an equal opportunity employer. If you have any requirements (e.g. for attending an interview) please note these clearly on in your letter.

Interview Process:

We are currently accepting applications for this role, and the position will remain **open until we have appointed the right candidates. We reserve the right to close the vacancy at any time** once a suitable appointment has been made. We therefore encourage early applications to avoid disappointment.

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

Our selection process consists of three stages:

- Stage 1 – Telephone Interview:
Initial interviews will take place via telephone.
- Stage 2 – Formal Interview (In-Person):
Candidates who are successful at Stage 1 will be invited to our Stevenage office for a formal face-to-face interview.
- Stage 3 – Practical Activity & Final Q&A:
Following the formal interview, candidates will complete a short activity and have the opportunity to ask any final questions.

Please note that Stages 2 and 3 will take place on the same day.

Guidance notes for applicants

Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

We represent a diverse community, and we want our staff to reflect that diversity. We therefore welcome applications from candidates from under-represented communities. If you feel you meet some of the criteria but not all, we hope you will enquire and learn more. We will support you to further develop your skills accordingly.

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 Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Stevenage will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Stevenage – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Addressing each point of the person specification

This is a key section of the application which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.





www.castevenage.org.uk

Candidate Briefing Pack

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