

HEAD OF SERVICE PADDOCK WOOD COMMUNITY ADVICE CENTRE

Summary Job Description

Purpose of Role: To plan and manage day to day operational requirements for the office, as well as the strategic needs for Paddock Wood Community Advice Centre, for the present and the future.

Main Duties and Responsibilities:

Planning and Development

- Develop (in conjunction with the Trustee Board) and then implement and monitor the PWCAC Business Plan
- Develop and maintain common practices to ensure that standards of service delivery are met and appropriate systems are in place for volunteer supervision, case recording, follow up work and quality control
- Translate organisational objectives into team and individual work plans with clear and realistic targets
- Report to Trustee meetings including the annual general meeting and any special general meetings (around 6 per annum)
- Prepare and draft the written commentary of the annual report

Resource Acquisition

- Maintain appropriate relations with funders, fulfilling all reporting requirements and ensuring compliance with contracts. Attend meetings when necessary
- Identify funding opportunities and make applications
- Develop marketing and publicity opportunities

Financial management

- Assist the Treasurer to prepare a workable budget prior to its ratification by the Trustee Board
- Act as cheque signatory and authorise expenditure up to limits agreed by the Trustee Board
- In conjunction with the Treasurer, ensure all finances are properly administered and monitored and that appropriate financial regulations and control are in place and in use at all times

Staff Leadership and Management

- Be responsible for the overall running of PWCAC including the day to day running of the office
- Ensure all staff and volunteers are line managed effectively through the provision of regular support and supervision, joint progress reviews and training
- Oversee volunteer selection and recruitment

Service Delivery

- Monitor quality of advice given, including case sheet checking
- Oversee biennial Quality of Advice audit and ensure compliance with all aspects of the audit

Administration

- Identify and implement plans for own training and development needs
- Monitor and abide by an effective health and safety policy with regard to staff, equipment and premises within statutory requirements
- Manage and monitor Payroll and Pensions process for eligible staff
- Manage and monitor computer systems and external IT support function
- Manage/oversee PWCAC website and other social media outlets
- Write a quarterly newsletter to all Stakeholders