



**Nottingham
& District**

Project Delivery Lead

Job pack

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- How the Citizens Advice service works
- Information about the organisation
- The Job Description and Person Specification

Closing date for applications:

11.59pm 19 November 2023, to close earlier if the post is filled successfully before this date.

Successful applicants will be invited to interview on a 'first-come-first-served' basis until the post has been filled. Any applications received after this will not be considered.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about Citizens Advice

- 1. We're local and we're national.** We have 4 national offices and offer direct support to people in over 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.

How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 265 LCA members.

The national charity includes:

- 1,000 national staff working in one of 4 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 2,500 Witness Service volunteers

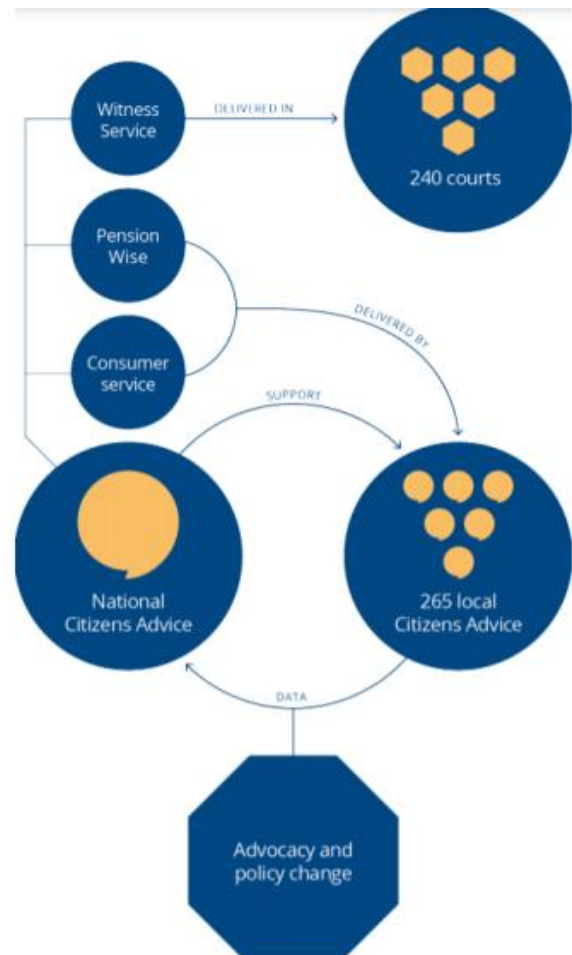
The local network members are all independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large Local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming Universal Credit, employment law and much more.

The Citizens Advice service aims to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect people's lives.

The challenges of COVID, and then the subsequent cost-of-living crisis, has not stopped the brilliant work our staff and volunteers do to support clients across our communities. We've adapted our working practices and used technology to ensure we were available for our clients. In the year 2022/23 we helped 9,006 people and our debt team helped people manage a total of £3,391,727 debt and £412,473 was written-off with our help. Across the service we helped people claim £4,449,749 in benefits that they were entitled to, and £223,218 in income other than benefits.

Citizens Advice Nottingham & District is a brilliant and dedicated team of 53 paid staff and 47 volunteers who go out of their way to support everyone who comes to us.

We operate a number of projects including Help to Claim, MS Society and Advice on Prescription across a number of locations.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

You can find out more details about our charity at www.citizensadvicenottingham.org.uk



Our Culture

At Citizens Advice Nottingham & District our people are at the heart of everything we do – without them, we wouldn't be able to deliver the first-class service we provide every day. We offer much more than a place to come to work; we offer the chance to be part of a team that is welcoming and inclusive, a role that makes a difference to people's lives, particularly during the current cost of living crisis, and somewhere that recognises that work is only one part of your life – getting the right work life balance for **you** is important to **us**.

In our recent People Survey 2022, our staff and volunteers told us that:



87% of people agreed or strongly agreed that their views are listened to and valued



100% of people agreed or strongly agreed that over the last 12 months people have treated each other with fairness and respect



97% of people agreed or strongly agreed that they would recommend our organisation as a place to work or volunteer

What we give our staff

We value the people who work here – and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A commitment to your development. We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- Support when things in your life change. We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- All staff, volunteers and trustees are signed up to TogetherAll for support with mental health and wellbeing.
- Casual dress code – wear what makes you feel comfortable
- 6.2 weeks paid annual leave (pro-rata)
- Hybrid model of working.
- Generous employer pension contribution.

Equality and Diversity

Citizens Advice as a service and network is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues.

We are looking for a Project Delivery Lead to join our General Advice team to support the implementation and delivery of new and existing projects.



Job description

Job title:	Project Delivery Lead
Contract term:	Permanent
Reporting to:	General Advice Service Manager
Salary:	£16,419 per annum, (£27,000 full-time equivalent)
Hours:	22.5 hours per week
Employers' Pension contribution:	5%
Location:	Hybrid working in our Nottingham city centre office and from home, with a minimum 40% of working time in our office
Purpose of the job:	To support the implementation and delivery of new and existing projects

Main duties and responsibilities

Project Implementation

- You will be responsible for operational implementation of new projects working closely with the stakeholders and Project Supervisor. This will include the process, guidance notes, reporting and communication with stakeholders.
- You will use the service specification and Key Performance Indicators to set up the new service and ensure tasks are completed ready for the first day of the service.
- Communication is key so you will liaise with internal and external stakeholders keeping them updated and understand any risks and issues.

Service Delivery

- Once the project is live you will monitor for the first 3 months to ensure the service is embedded. Where risks and issues are identified you will work with the stakeholders to address and make any changes.

Service Review

- You will work with a range of stakeholders including funders to ensure the service is efficient, effective and delivers its objectives.
- You will produce reporting for funders including case studies that can be used at project and organisational level.
- Once a project is being delivered you will use data and stakeholder feedback to monitor the service delivery and make recommendations where relevant.
- Regular monitoring of existing projects will ensure that service delivery is optimised and future funding sustained.

Service Development

- Using your knowledge of our service, clients and local data you will identify new opportunities and support new project development.
- Your ideas and recommendations for future projects will feed into the Concept stage for future bids and applications.

Professional development

- participate in own supervision and appraisal
- work with line manager in identifying learning needs and appropriate ways of meeting them
- attend relevant internal and external meetings and training, as agreed with the line manager.

Other duties and responsibilities:

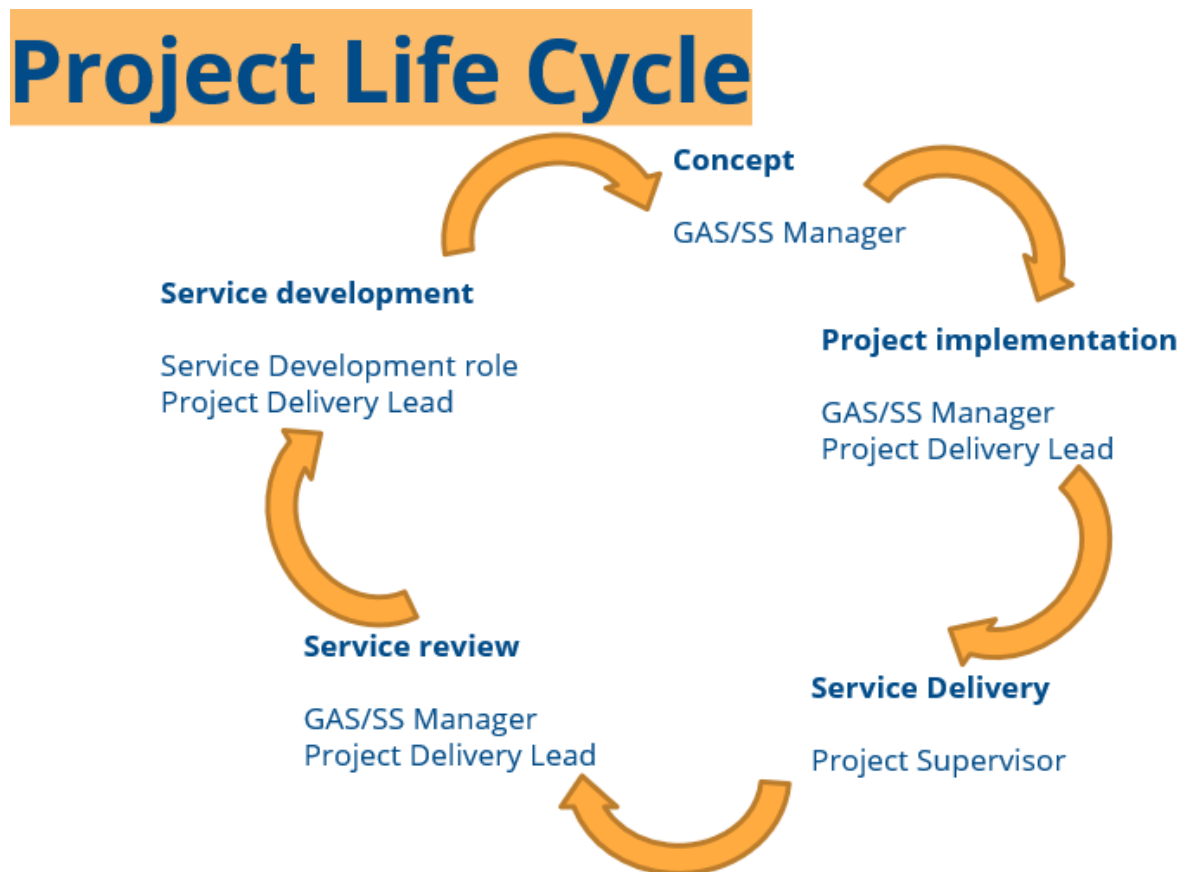
- uphold the aims and principles of the Citizens Advice service and its equal opportunities policy
- abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- carry out any other relevant administrative and support duties required to ensure effective delivery of the service.

Our project team within General Advice is expanding with the introduction of new projects, the increase in demand for face-to-face services and growing need for casework for vulnerable clients.

We are looking for a proactive, organised, and motivated individual to support the delivery and success of new and existing projects.

As well as monitoring existing projects you will work with the General Advice Services Manager and Project Supervisor to deliver new projects once funding has been secured.

The role is to support the delivery of the project life cycle below.





Person specification

Essential Criteria

- An ability to design systems of work to deliver high quality advice services within a funding specification.
- You will have excellent organisational skills and interpersonal skills with the ability to build stakeholder relationships internally and externally.
- Have excellent communication skills and be able to communicate clearly both orally and in writing.
- Have an ability to communicate confidently with people at all levels both internally and externally.
- Have experience of task management and work prioritisation with the organisational ability to plan and effectively meet deadlines.
- Be flexible and willing to support the continuous development of our service.
- Have a high level of proficiency in the use of Microsoft Office suite or equivalent, particularly in the use of spreadsheets to evaluate data.
- You will be able to work using your own initiative and know when and how to escalate risks and issues affecting the projects.
- You will have a solution-focused approach, with the ability to work dynamically and innovatively to overcome challenges.
- Have an ability to balance and understand the needs of clients and funders with the aim of delivering services to meet quality standards.

Desirable criteria

- Have a minimum of 2 years' experience within the advice sector.