



Stakeholder Manager

Job pack

Thanks for your interest in working at Citizens Advice. 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.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Lauren Talbot by emailing lauren.talbot@citizensadvice.org.uk or calling 03000 231423

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 4 national offices and offer direct support to people in 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 our organisation works

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

This role sits in the national charity, which includes

- 1000 national staff working in one of our 4 offices or as homeworkers, or as part of the Witness Service from 240 courts across England and Wales
- 2500 Witness Service volunteers

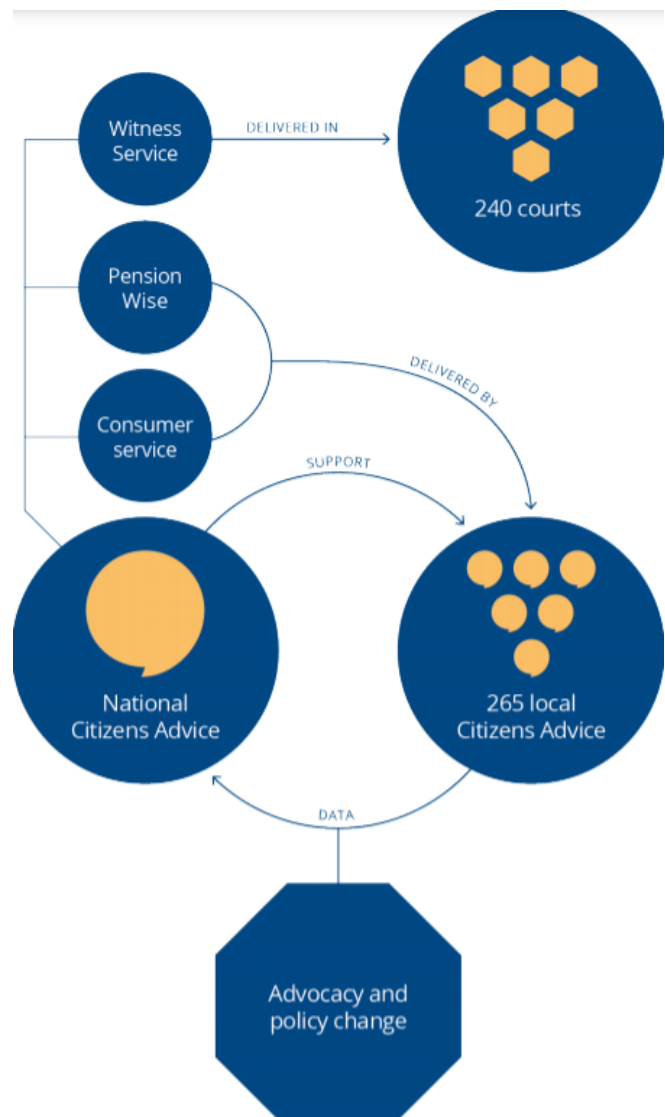
Our network members are all independent charities, delivering services from

- 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.





The team

The role you're applying for is in the **Operations** directorate and in the **Help to Claim** team. Here are **2** ways you can find out more about us:

1. [Watch our video to hear staff describe what it's like to be part of the Help to Claim team:](https://drive.google.com/file/d/1hVzcyNpX7md6vkCbLqHa82DhQRWJtb15/view?usp=sharing)
<https://drive.google.com/file/d/1hVzcyNpX7md6vkCbLqHa82DhQRWJtb15/view?usp=sharing>
2. Read [our blog about what we learned in our first year delivering Help to Claim:](https://wearecitizensadvice.org.uk/helping-people-claim-universal-credit-what-we-learned-in-our-first-year-delivering-help-to-claim-50a3752d885e)
<https://wearecitizensadvice.org.uk/helping-people-claim-universal-credit-what-we-learned-in-our-first-year-delivering-help-to-claim-50a3752d885e>



The role

The purpose of this role is to be responsible for managing and maintaining the day to day operational relationship with the funder, being the main contact point for the funder, assessing and delivering against all reporting requirements as stipulated by the funder and work with them to resolve any operational issues between our two organisations.

The role will manage the relationship with other key external stakeholders, namely the community and partnership function and delivery partner, through line management of a small team and ensure that required outputs are achieved.

The role includes the need to think strategically, analyse and interpret data, proactively identifying emerging or potential risks and issues and identify

appropriate solutions on a wide variety of issues through research and analysis. They will be responsible for driving those solutions forward within the programme - overseeing and developing processes for managing resource, performance, risks and issues.

They will also have responsibility for producing operational and governance briefings and reports that clearly communicate the delivery of the programme to a wide variety of audiences including senior management, senior civil servants, ministers and other key stakeholders.

Role profile

Band:	Manager - Mid	
Reporting to:	Stakeholder Manager (Help to Claim)	
Proficient salary:	£50,190	
Location:	Flexible	Travel H/M/L:
Team overview:	<p>As part of a fast paced and high profile funded service at Citizens Advice you'll be working across the organisation to enable the delivery of services which offer high quality advice and support to our clients.</p> <p>The Help to Claim programme is delivered across England, Wales and Scotland through national teams and our network of local Citizens Advice. The team is responsible for coordinating and supporting the delivery of our services across the country.</p>	
Role purpose:	<p>The purpose of this role is to be responsible for managing and maintaining the day to day operational relationship with the funder, being the main contact point for the funder, assessing and delivering against all reporting requirements as stipulated by the funder and work with them to resolve any operational issues between our two organisations.</p>	

	<p>The role will manage the relationship with other key external stakeholders, namely the community and partnership function and delivery partner, through line management of a small team and ensure that required outputs are achieved.</p> <p>The role includes the need to think strategically, analyse and interpret data, proactively identifying emerging or potential risks and issues and identify appropriate solutions on a wide variety of issues through research and analysis. They will be responsible for driving those solutions forward within the programme - overseeing and developing processes for managing resource, performance, risks and issues.</p> <p>They will also have responsibility for producing operational and governance briefings and reports that clearly communicate the delivery of the programme to a wide variety of audiences including senior management, senior civil servants, ministers and other key stakeholders.</p>	
Key accountabilities	Key elements/Tasks	% of Time
Plan and deliver business plan for engagement with the programme funder and other key external stakeholders	<p>Manage day to day engagement with the programme funder through:</p> <ul style="list-style-type: none"> • Leading on addressing stakeholder concerns and issues as they arise, raising these with the programme leadership team as required • Being responsible for engaging, communicating and negotiating with programme stakeholders whenever issues arise and also at regular intervals to generate change, consensus or agreement • Maintaining an up-to-date understanding of the programme through regular meetings with internal stakeholders in order to provide the funder with the relevant information and insights 	60%

	<ul style="list-style-type: none"> ● Understanding organisational strategies and how these align to the programme's strategic priorities to ensure funder engagement is aligned ● Implementing systems to track progress of programme activities, actions, risks and issues in relation to the relations with the funder ● Responding to ad hoc queries or requests for information in a timely manner ● Pre-empting issues with reporting or the achievement of KPIs and raising this with the programme stakeholders ● Contributing towards communication strategies for the funder, working with Communications ● Ensuring engagement and communications with the funder align with and support organisational strategies including sharing stakeholder intelligence with Citizens Advice's commercial teams <p>Lead on reporting to ensure it is completed satisfactorily by:</p> <ul style="list-style-type: none"> ● Ensuring reporting is completed on time and in full, and that it complies with funder requirements ● Communicating funder KPIs to the rest of the programme and ensure that they understand and are working to achieve these KPIs ● Coordinating with programme data analysts, the Finance Business Partner and any other programme resource as required to produce funder reports ● Responding to stakeholder queries on the content of reports in a timely manner <p>Manage the engagement with other key external stakeholders through:</p>	
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	<ul style="list-style-type: none"> ● Overseeing the community and partnership function and ensuring that appropriate required outputs are achieved ● Overseeing the delivery partner relationship and ensuring required outputs are achieved ● Understanding organisational strategies and how these align to the programme's strategic priorities to ensure stakeholder engagement is aligned ● Ensuring engagement and communications with external stakeholders align with and support organisational strategies including sharing stakeholder intelligence with Citizens Advice's commercial teams ● Acting as an escalation point for more serious and complex risks and issues, and dealing with more complex problems from the delivery partner that require additional assistance. <p>Ensure that the work of the team reflects and supports the service's Equality and Diversity Strategy.</p>	
<p>Develop and implement best practice systems and processes</p>	<p>Contribute towards identifying, implementing and supporting best practice systems and processes and other initiatives contributing to the effectiveness of the team:</p> <ul style="list-style-type: none"> ● Leading the development and implementation of new projects for best practice systems and processes ● Managing the use of best practice systems and processes for efficient and effective operational delivery ● Managing the monitoring and evaluation of stakeholder management effectiveness 	<p>5%</p>

<p>Maintain and develop expertise and insight</p>	<p>Proactive in identifying external and internal contacts within the area of responsibility.</p> <p>Advise managers on recent developments in the field of work.</p> <p>Undertake research and analysis to proactively identify emerging issues and identify solutions.</p> <p>Formulate recommendations or feedback based on findings, highlighting issues and areas of improvement.</p>	<p>5%</p>
<p>Contribute to team development</p>	<p>Lead a team and line manage such staff as may be allocated to the postholder through:</p> <ul style="list-style-type: none"> - Creating a positive working environment in which equality and diversity are well managed and staff can do their best - Planning and allocating work, monitoring achievement of deadlines, and supporting staff as appropriate - Managing performance and development, mainly through regular supervision sessions and the talent talk process - Recruitment and induction of new staff - Ensure that the work of the department reflects and supports the service's Equality and Diversity Strategy. - Compliance with Citizens Advice policies and procedures, including Health and Safety. <p>Be an active member of team, identifying opportunities for your own development.</p>	<p>20%</p>

	<p>Contribute to the good and efficient working of the team in delivering against the business plan.</p> <p>Leading team events and other team meetings to enable information sharing, learning and collaborative working.</p> <p>Coaching or buddying junior members of team</p> <p>Ensure that the work of the team reflects and supports the service's Equality and Diversity Strategy.</p> <p>Compliance with Citizens Advice policies and procedures, including Health and Safety.</p>	
Finance	<p>Monitor and challenge spend on projects/day to day activities.</p> <p>Demonstrate financial efficiency and value for money throughout work.</p>	5%
Other	<p>Undertake any other duties as may be reasonably required within the scope of the role.</p>	5%



Person specification

Essential Criteria (to be assessed at application and interview)

- 1 Demonstrable ability to think in an analytical way, work under own initiative to understand complex issues and take the lead on finding and implementing solutions.
- 2 Demonstrable evidence of making sound judgements in government-facing projects, and a clear understanding of how to persuade senior decision-makers.
- 3 Proven ability to combine data with other information to provide analysis of issues and insight into potential responses.

Essential Criteria (to be assessed at interview)

- 4 Experience in managing discrete projects that require input from across a large team or organisation - planning, organising and prioritising the resources needed to achieve the project aims.
- 5 Excellent oral and written communication skills, particularly the ability to produce insightful and informative briefings, to understand different audiences and communicate clearly and concisely.
- 6 Proven experience in management of individuals and teams with the ability to lead, motivate and develop a geographically dispersed staff team

Desirable Criteria:

- 1 An understanding of advice services and their delivery
- 2 An understanding of Universal Credit and UK welfare policy in general



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working

environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

12. LOCATION

As advertised

13. EMPLOYMENT STATUS

As advertised

14. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

15. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



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.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **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.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website: https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)



Equality and diversity at Citizens Advice

Citizens Advice 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 judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-) <https://www.citizensadvice.org.uk/about-us/about->

[us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](#) to find out more:

<https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/>