



# Head of Service Oversight and Compliance

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

**Want to chat about this role?**

**Please contact the recruitment team at [careers@citizensadvice.org.uk](mailto:careers@citizensadvice.org.uk)**



## The role

As the Head of Service Oversight and Compliance, you will play a critical role in ensuring the integrity and effectiveness of our service delivery. This pivotal position holds responsibility for overseeing our performance against regulatory, funder, and compliance obligations, as well as establishing and maintaining our internal standards, working closely with Service Development colleagues. You will be instrumental in managing the detailed operational aspects of specialist areas such as data protection, insurance, and complaints handling, alongside overseeing escalation processes for key accountability structures.

This role demands a keen eye for detail and the ability to navigate complex regulatory and compliance landscapes with confidence. You will work closely with colleagues in Governance, Planning, Performance, and Risk, as well as liaising with external stakeholders to ensure alignment and adherence with standards and external reporting and funder liaison. Your strategic mindset will be crucial in setting aspirational yet achievable standards that are in tune with the external operating environment, ultimately safeguarding our reputation and ensuring we deliver a high-quality, compliant service.



# The team

Be part of shaping something truly significant! The Service Delivery and Member Support (SDMS) department is a newly launched and pivotal move towards building an integrated, service-led approach across our service. This department brings together previously separate departments focussed on Service Delivery and Member Support respectively. As we establish this crucial combined function, the forming SDMS leadership team will be instrumental in acting as leaders of functions that act as an enabler, convener, thought leader, and source of assurance for our members and wider service. This is an exciting opportunity to help define how we strengthen outcomes for clients and local offices alike from the ground up.

The teams in this department cover a dynamic portfolio spanning the full spectrum of service delivery and member support. From managing large-scale, nationally funded programs to pioneering innovative pilots with corporate partners, the remit is broad and impactful. We oversee everything from ensuring effective complaints and claims handling to shaping network strategy and fostering continuous improvement initiatives.



# The organisation

Here are 4 ways you can find out more about us:

1. Citizens Advice Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - [https://www.linkedin.com/uas/login?session\\_redirect=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fcitizens-advice%2Fposts%2F%3FfeedView%3Dall](https://www.linkedin.com/uas/login?session_redirect=https%3A%2F%2Fwww.linkedin.com%2Fcompany%2Fcitizens-advice%2Fposts%2F%3FfeedView%3Dall)
3. Citizens Advice public-facing advice website - <https://www.citizensadvice.org.uk/>

4. Find out more through blogs, insights and 'how we help' stories  
<https://wearecitizensadvice.org.uk/>

## Role profile

<b>Band:</b>	Head of Service - Upper	
<b>Reporting to:</b>	Director of Service Delivery and Member Support	
<b>Proficient salary:</b>	£77,737	
<b>Location</b>	Blended between office and home (England and Wales)	Some travel required and will include visits to local Citizens Advice, national charity offices in Birmingham, Cardiff, Leeds and London, stakeholder organisations and events.

<b>Role purpose</b>	To provide strategic leadership of regulatory oversight and compliance across service delivery and member support, ensuring integrity, accountability and quality of service delivery. The role leads a function of practitioners focused on external regulatory compliance, stakeholder liaison and contract management. It is responsible for performance against regulatory, funder and internal standards, and managing key operational areas including data protection, complaints handling, and insurance.	
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>	<b>% time</b>
<b>Impactful member of the national senior leadership team and across the</b>	The Head of Service Oversight and Compliance will be an integral member of the senior leadership team (SLT) at Citizens Advice, providing leadership to the service by:	20%

<p><b>service</b></p>	<ul style="list-style-type: none"> <li>● Taking accountability for translating our strategy into action</li> <li>● Working in a systemic way, centring the voice and needs of our members and clients in your leadership, decision making and engagement</li> <li>● Collaborating with other national functions to develop and communicate a clear narrative and delivery plans that align their function to the strategy</li> <li>● Fostering a culture of innovation, experimentation, learning and collective leadership within their function to enable missions-based working</li> <li>● Taking ownership, within their functions and wider areas of responsibility, for planning and delivery, financial performance, managing risk and making evidence-informed decisions</li> <li>● Acting as a cultural steward, building a people-focussed culture which enables colleagues to grow, develop and thrive</li> <li>● Driving a focus on equity, diversity and inclusion through visible and inclusive leadership, demonstrating a commitment to social justice and taking action to reduce disparities in the function and organisation’s work</li> <li>● Proactively communicate and liaise with stakeholders (internal and external) in a customer-focussed way, to a high standard of professionalism, navigating complexity, centring their needs and driving a culture of trust across multiple levels of stakeholder (CEOs/Trustees/Boards)</li> <li>● Build and foster strong relationships across the service</li> </ul>	
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<p><b>Leadership of your specialism / discipline</b></p>	<ul style="list-style-type: none"> <li>● Provide strategic leadership of the directorates oversight and compliance functions through teams of senior specialist regulatory experts operating across the directorate. Lead the development and organisation-wide implementation of compliance and quality assurance frameworks in relation to service delivery and member support, ensuring alignment with all relevant regulatory, legal, funding and governance requirements. Proactively lead the identification of strategic and operational risks and take a leadership role in shaping mitigation approaches that protect the organisations reputation, integrity and long term sustainability.</li> <li>● Establish, lead, and oversee internal service standards and quality assurance processes across service delivery to drive consistency and continuous improvement, ensuring these are embedded across the directorate and reviewed across all teams regularly in line with evolving external requirements and organisational priorities.</li> <li>● Hold overall accountability for key areas of statutory and regulatory compliance of the organisation's external facing membership services. Oversee the leadership of specialist compliance functions, including information governance, insurance, and complaints handling, ensuring adherence to relevant policies and procedures.</li> <li>● Take ownership for leading the resolution of escalated complex compliance issues with potentially significant organisation-wide impact. Lead and oversee escalation processes for accountability structures such as MPAP (or the relevant equivalent), ensuring timely and</li> </ul>	<p>50%</p>
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	<p>appropriate resolution of highly complex issues.</p> <ul style="list-style-type: none"> <li>• Collaborate closely with colleagues in Governance, Planning, Performance, and Risk to ensure alignment of oversight and compliance activities with broader organisational strategic priorities and risk management frameworks.</li> <li>• Act as the organisation's strategic leader on compliance and assurance, representing the organisation with authority and credibility to external regulatory bodies, funders, and other relevant stakeholders on compliance matters, ensuring effective communication and reporting.</li> </ul>	
<p><b>Inclusive and visible leadership and people management of their direct reports and teams</b></p>	<ul style="list-style-type: none"> <li>• Lead, mentor, and manage a complex function of specialists.</li> <li>• Foster a culture of collaboration across teams, ensuring your function works effectively with colleagues across the organisation and wider service.</li> <li>• Develop and retain diverse talent within the function, creating opportunities for skill development and promoting pathways for career progression.</li> <li>• Promote a culture of equity, diversity, and inclusion within the function and across the organisation, ensuring that organisation design principles reflect these values.</li> <li>• Set clear performance objectives for the function, conduct regular reviews, and provide ongoing coaching and support to enhance individual and team performance.</li> <li>• Set vision for your functions (ensuring this aligns with the wider Citizens Advice strategy) and relay and translate this into KPIs and operational plans, ensuring these are achieved and escalating where risks need to be mitigated that might threaten the delivery of these plans</li> </ul>	<p>20%</p>

<b>Financial management</b>	<ul style="list-style-type: none"> <li>• Own complex and multiple service budgets, ensuring the effective use of financial resources, delivering value for money, and meeting budgetary targets.</li> <li>• Co-create financial reports including highlighting service delivery and financial risks in a financial capacity for Executive and Board colleagues.</li> <li>• Joint direct responsibility for large scale devolved budgets of around £93m.</li> <li>• Contribute to the wider financial forecasting process by providing accurate projections for the cost and resource requirements of initiatives.</li> </ul>	5%
<b>Other</b>	<ul style="list-style-type: none"> <li>• Any other requirements of the role as required on a day to day basis</li> <li>• Deputising for the Director as and when required</li> </ul>	5%



## Person specification

Essential criteria	To be assessed at application	To be assessed at interview
<b>Regulatory and Compliance Expertise:</b> Deep understanding of regulatory frameworks, compliance requirements, and best practices relevant to service delivery and ideally within a similar sector. Proven ability to interpret and implement complex regulations.	X	X
<b>Risk Management and Mitigation:</b> Demonstrated experience in identifying, assessing, and mitigating organizational risks, particularly in relation to compliance and service delivery.	X	X

<p><b>Policy Development and Implementation:</b> Proven ability to develop, implement, and monitor policies, procedures, and standards to ensure compliance and drive service quality.</p>	X	
<p><b>Analytical and Problem-Solving Skills:</b> Strong analytical skills with the ability to interpret complex information, identify trends, and develop effective solutions to compliance and performance issues.</p>		X
<p><b>Stakeholder Management and Collaboration:</b> Demonstrable experience of building and maintaining effective collaborative relationships with a diverse range of internal and external stakeholders, including senior leaders, operational teams, and external partners.</p>		X
<p><b>Excellent communication, influencing, and presentation skills:</b> The ability to articulate complex ideas clearly and persuasively to different audiences.</p>		X
<p><b>Leadership of Dispersed Teams:</b> Proven experience of effectively leading and managing geographically dispersed teams, utilising a range of communication and collaboration tools to foster a cohesive team culture, drive performance, and ensure consistent delivery across different locations. This includes experience in setting clear expectations, providing remote support and development, and building strong working relationships across distances, working to align yourself and your teams with wider corporate leadership.</p>		X
<p><b>Desirable criteria</b></p>		
<ul style="list-style-type: none"> <li>● Experience of working within a federated or membership-based organisation.</li> <li>● Knowledge of data protection legislation (e.g., GDPR) and its practical application.</li> <li>● Experience in managing complaints handling processes and ensuring fair and timely resolution.</li> <li>● Familiarity with quality assurance methodologies and their application in service settings.</li> </ul>		

- Relevant professional qualifications in compliance, risk management, or a related field.