



Operations Team Leader

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



The team

The role you're applying for is in the **Operations** directorate and in the **Consumer Services** team.

Here are 3 ways you can find out more about Citizens Advice:

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/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk/>

Our team charter:

We are a vastly experienced team with a proven and sustained track record of delivery across all aspects of contact centre delivery, contract management and operations, and stakeholder management.

Working across a broad spectrum of areas, we have ensured that the service has met the needs of our funder, partners and most importantly clients. We do this through BAU service delivery and more focused projects, including complex service development work. Working against defined targets, timelines and objectives, we balance commercial and operational responsibilities with building and developing relationships with our delivery centres, local Citizens Advice and organisations across the wider consumer landscape.

We take huge pride in our output-orientated approach, and our ability to operate in a flexible way to meet the competing priorities presented by a service of this size. We have also built a strong culture of support, collaboration and transparency, alongside a commitment to 'go the extra mile' in order to achieve our goals.



The role

As an Operations Team Leader you'll contribute to the development and implementation of the Citizens Advice consumer service strategies, policies, processes and practices to ensure the effective delivery and management of services to clients.

You'll lead a team of Operations Officers to manage and enhance client-facing services by ensuring compliance with contractual and grant requirements, addressing performance issues, and facilitating service development. As part of this you'll oversee the transition of new services into regular operations, contribute to contract and grant agreements, support in service quality monitoring, maintain relationships with stakeholders, and stay updated on best practices.



Role profile

Band:	Senior Officer, Upper	
Reporting to:	Operations Manager	
Proficient salary:	£45,243 base salary per annum plus £3,520 London weighting allowance if applicable	
Location:	Flexible	Travel H/M/L: L
Role purpose:	<p>Contribute to the development and implementation of the Citizens Advice consumer service strategies, policies, processes and practices to ensure the effective delivery and management of services to clients.</p> <p>Manage and support the delivery and continuous improvement of the service to clients in accordance with agreed contractual, grant and/or Membership requirements.</p> <p>Manage the provision of any centrally provided technical functionality, including the management and development of supplier contracts and provision of support to service users.</p>	

	<p>Contribute to, and lead as required the operational design, pilot and implementation of new services to clients, ensuring a smooth and seamless integration into business as usual operations.</p> <p>Contribute to and lead where required on the development, implementation and continual improvement of all relevant business procedures, products, tools and processes that relate to the delivery of client-facing services.</p> <p>Manage a team of Operations Officers, developing the team to deliver and improve client facing services. Undertake monthly performance review meetings with team members.</p> <p>Deputise for the Operations Manager and other colleagues as required.</p> <p>Work with colleagues throughout Citizens Advice to ensure that all client services delivered under the Citizens Advice brand are high quality.</p>	
Key accountabilities	Key elements/Tasks	% of Time
Plan and deliver strategic/business plan objectives for Operations Team	<p>Lead a team to ensure the successful management and continuous improvement of client-facing services through:</p> <ul style="list-style-type: none"> • Leading a team of operations officers to ensure the delivery of the consumer service in accordance with agreed contractual and grant requirements, agreeing formal improvement plans as required, escalating performance issues in accordance with agreed processes • Providing operational, technical and project management to support service development in the operational design, pilot and implementation of new services • Planning for and completing the transition of new and/or improved services into business as usual operations • Contributing to the development of contracts, and grant agreements and for the delivery of services to clients • Supporting service providers in their delivery and development of the consumer service using a range of approaches both formal and informal 	55

	<ul style="list-style-type: none"> • Contributing to formal interventions undertaken in accordance with contractual requirements and/or Grant Agreements • Supporting the Quality team, as required, with the monitoring of the quality of client facing services, in accordance with agreed quality frameworks and processes • Managing the provision of any centrally provided technical functionality (such as a telephony platform), including the management and development of supplier contracts and provision of technical support to service users • Contributing to and leading where required on the development and continuous improvement of core business processes specific to the delivery of client-facing services • Developing and maintaining operational relationships with service providers, partners and other key stakeholders • Contributing to and, where required, leading operational events and other meetings that relate to the work of the team. <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>Keep up to date on best practice systems and processes in service delivery, management and improvement to ensure that the Citizens Advice service is ready to take advantage of opportunities.</p> <p>Use and implement best practice systems and processes across the team to ensure efficient and effective operational delivery.</p> <p>Maintain all systems and processes for service delivery, management and improvement to ensure effective and consistent delivery of the work of the team.</p> <p>Develop or support the development and / or updating of content for information systems.</p>	<p>10</p>

<p>Maintain and develop expertise and insight</p>	<p>Manage own and team's work to deliver tasks on time and to the required standard.</p> <p>Proactive in identifying external and internal contacts within service delivery, management and improvement.</p> <p>Advise managers on recent developments in field of work.</p> <p>Undertake research and analysis in field of work.</p>	<p>10</p>
<p>Contribute to team development</p>	<p>Be an active member of team, identifying opportunities for your own development.</p> <p>Contribute to the good and efficient working of the team in delivering against the business plan.</p> <p>Coaching or buddying junior members of team.</p> <p>Line manage such staff as may be allocated to the postholder through:</p> <ul style="list-style-type: none"> ● 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. <p>Compliance with Citizens Advice policies and procedures, including Health and Safety.</p>	<p>15</p>
<p>Finance</p>	<p>Monitor and challenge spend on projects/day to day activities.</p> <p>Demonstrate financial efficiency and value for money throughout work.</p>	<p>5</p>
<p>Other</p>	<p>Undertake any other duties as may be reasonably required within the scope of the role.</p>	<p>5</p>



Person specification

Essential criteria

1. Proven ability to work within a team responsible for managing the delivery and continuous improvement of high quality multi-channel client-facing contact centre services across multiple locations.
2. In depth understanding of how contact centres operate and performance is measured, including the management of services in accordance with set Key Performance Indicators.
3. Ability in a management role with the ability to manage, motivate and develop a geographically dispersed staff team delivering high profile services across multiple disciplines.
4. Proven ability of working to project management methodology, including the ability to work to project plans, monitor progress and identify and manage resources during the project lifetime.
5. Proven ability to assimilate and analyse complex information and issues quickly and communicate well thought out solutions clearly, concisely and persuasively verbally and in writing.
6. Understanding of, and commitment to, the aims and principles of Citizens Advice in which equity, diversity and inclusion are embedded throughout.

Desirable criteria

7. An understanding of the consumer protection community, particular in relation to the provision of advice services.