**Hamilton Citizens Advice Bureau**

**Position: Team Leader – General & Community Advice Services**

**Reports to: Chief Officer**

**Purpose of the Role**

We’re proud to be at the heart of our local community, providing advice and support to those who need it most. This role leads the operational management of our **General and Community Advice Services**, making sure they run smoothly, professionally, and compassionately.

As a key member of our management team, you’ll shape the future of our advice services while supporting and developing a valued team of staff and volunteers.

**Main Responsibilities**

1. Provide effective operational leadership of our bureau-based and community-based advice services.
2. Lead, manage, and support our team of volunteer and employed advisers (SNS Type I & II).
3. Oversee and continually improve the delivery of advice across face-to-face, telephone, web, and outreach channels.
4. Develop and strengthen our community advice provision, building new relationships and improving access to services.
5. Play an active role in volunteer recruitment, selection, induction, training, and development.
6. Ensure the consistent delivery of high-quality advice in line with Citizens Advice Scotland (CAS) and SNS Quality Assurance frameworks.

**Duties & Specific Tasks**

**1. Service Delivery**

* Ensure staffing levels meet service demand, balancing experienced and trainee advisers.
* Guarantee high standards of advice and customer care, ensuring systems and procedures are followed.
* Provide personal, technical, and casework support for volunteer advisers, especially for complex or sensitive cases.
* Allocate enquiries to advisers based on their skills and experience.
* Conduct quality checks and audits to maintain excellence in advice provision.
* Monitor, report, and act on social policy issues identified from client cases.
* Work with the team to identify trends, improve services, and deliver person-centred advice.

**2. Staff and Volunteer Management**

* Provide supervision, support, feedback, and annual appraisals to employees within your team.
* Conduct annual development reviews with all volunteers, identifying further training or development needs.
* Ensure trainee volunteers are fully supported to develop their skills and confidence.
* Support all advisers in using IT systems and the Learning Management System effectively.
* Lead on training to deliver a high-quality Adviser Training Programme.
* Promote the wellbeing and safety of staff and volunteers, maintaining a positive team culture.

**3. Service and Community Development**

* Play an active role in community engagement, representing the CAB in events and local networks.
* Lead the redevelopment of our community-based services, testing new ideas and building partnerships.
* Work collaboratively with other organisations to reach people who need our services most.

**4. Strategic Development**

* Contribute to the successful delivery of the Bureau’s Strategic Plan.

**5. Bureau Management & Development**

* Monitor, evaluate, and report on service outcomes to the Chief Officer, funders, and stakeholders.
* Ensure compliance with Health & Safety, Data Protection, and Confidentiality policies.
* Support the Bureau’s wider work, including national and local social policy initiatives.
* Attend staff meetings, supervision, and relevant training to support your own professional development.
* Provide reports as required and undertake any other duties relevant to the role.

**Why Join Us?**

At Hamilton CAB, you’ll join a supportive and collaborative team that values your contribution. This is a chance to lead, grow, and make a real difference in your community while developing your own skills and career. With opportunities for innovation and partnership work, you’ll play a vital role in shaping how advice is delivered in Hamilton.

**PERSON SPECIFICATION: Team Leader – General & Community Advice Services**

**Qualifications**

* Degree-level qualification **and/or** evidence of continued professional development in advice work or management.
* Completion of CAB Adviser Training or equivalent.
* Experience of staff or volunteer training.

**Desirable:** Completion of CAS Tutor Training or equivalent.

**Skills & Experience**

* Proven experience of operational management in a public-facing advice or support service.
* Experience supporting, supervising, and developing volunteers.
* Skilled at managing competing priorities, deadlines, and workload under pressure.
* Strong understanding of quality assurance, audit processes, and compliance requirements.
* Competent in using case management systems and Microsoft Office, especially Excel.
* Excellent communication skills, able to engage confidently with colleagues, volunteers, and partners.
* Experience in planning and delivering training.
* Ability to lead teams through change and adapt to new challenges.
* Track record of partnership working and contributing to strategic goals.

**Personal Attributes**

* Self-motivated and able to work independently.
* Calm, supportive, and constructive under pressure.
* Strong attention to detail with a commitment to high standards.
* Empathetic and professional in dealing with the public and sensitive situations.
* Positive, team-focused approach with a commitment to supporting and developing others.

**Values & Attitudes**

* Commitment to rights-based advice work and excellence in public service.
* Understanding of and commitment to equal opportunities and CAB principles.
* Positive attitude to partnership working and volunteer involvement.
* Respectful, caring, and inclusive approach in all interactions.

**Knowledge**

* Awareness of key areas of law relevant to CAB work (e.g., welfare benefits, debt, housing, employment).
* Understanding of advice sector operations, CAB principles, and social policy work.
* Knowledge of volunteer development principles (e.g., Investing in Volunteers Standards).
* Understanding of data protection, health & safety, and safeguarding responsibilities.
* Awareness of local and national policy context relevant to CABx work.