



Projects Manager

Job pack

Thank you for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the Projects Manager role
- Role Profile and Person Specification
- Our approach to Equity, Diversity & Inclusion (EDI)
- Further information and how to apply

Our values

Values to help us achieve our cultural ambition: an inclusive, purpose driven workplace that listens, works together, is open and honest, accessible and helps everyone be the best they can be.

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 are 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. Citizens Advice have 4 national offices and offer direct support to people across England, Wales and the Channel Islands in 236 independent local Citizens Advice services, including within the New Forest.

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.



Overview of the Citizens Advice service

The Citizens Advice service comprises a network of 236 independent local Citizens Advice charities across England, Wales and the Channel Islands, and the national charity. The role of the national charity is to enable local Citizens Advice to deliver their services and jointly deliver other services at a national level, including the website.

Citizens Advice provide support from:

- 511 local Citizens Advice offices in communities across England and Wales
- over 1,166 outreaches in local communities, such as GPs' surgeries, hospitals, libraries, prisons and community centres
- the Witness Service, available in 234 criminal courts across England and Wales

Across the whole of Citizens Advice, the service is delivered by around:

- 10,000 local staff
- 19,500 volunteers

We help millions of people every year with free, independent and expert advice across the broadest range of areas – from money and debt to benefits, housing, energy, work and so much more.



Overview of the Projects Manager role

The Projects Manager will oversee the delivery, quality, and performance of a range of funded projects, ensuring they meet required standards, KPIs, and contractual obligations. The role includes supervising project staff, managing budgets, maintaining partner and funder relationships, and contributing to business development through identifying needs and supporting funding bids. The manager also leads project planning, risk assessments, reporting, and administrative processes while promoting consistent organisational practices.

They will support the Trustee Board with information on staffing and service delivery, uphold Citizens Advice principles and EDI values, and ensure effective, client focused services across the New Forest area.



Role Profile

Job Title	Projects Manager
Reporting to	Projects Operations Manager
Annual Salary	£30,000 (FTE)
Hours of work	Part-time 21 hours per week
Location	Lymington, with some travel across the New Forest area
Holiday	25 days per annum (pro rata), plus bank holidays
Key responsibilities	<p>1. Service delivery</p> <ul style="list-style-type: none">• Oversee the delivery of established paid projects and ensure they reach the quality standards and KPIs required for each project• Build and maintain relationships with funders, partners and other stakeholders to ensure smooth and coordinated delivery of the projects• Complete monitoring and reporting for each project as per the funding requirements of each contract• Take responsibility for contract renewal and budget agreement on established projects• Maintain knowledge and understanding of developments in specialist advice areas and their impacts on service delivery• Maintain standards of service delivery via staff supervision, data gathering and quality control

	<ul style="list-style-type: none">● Monitor and assess risks to service delivery for projects, complete project Risk Assessments, and contribute to the organisational Risk Register● Attend management meetings and liaise with internal teams to ensure smooth delivery of advice across the organisation <p>2. Staff management</p> <ul style="list-style-type: none">● Ensure the effective performance management and development of project staff through regular one-to-one sessions, the appraisal process and learning and development planning● Ensure that the projects are adequately staffed and resourced in accordance with Citizens Advice and service procedures and assist the Leadership Team in implementing employment policies, procedures and good practice● Ensure recruitment and induction of new staff as appropriate● Attend and facilitate regular staff meetings as required● Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best <p>3. Business Development support</p> <ul style="list-style-type: none">● Work with the Leadership Team to support business development by identifying emerging and unmet client needs● Actively seek out opportunities to develop pilots and new initiatives to increase or diversify our service provision● Support the Project Operations Manager in the production of funding applications and contract tenders
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- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary, and commercial organisations

4. Planning and development

- Engage with project development, delivery pilots and on-board new projects as needed to ensure services are responsive to need and in keeping with current demand.
- Work with the Leadership Team to ensure that there are common procedures, systems and practices in place across the organisation
- Contribute to the work of associated Trustee committees and working parties
- Ensure the delivery and management of services to clients reflects and support Citizens Advice New Forest EDI strategy

5. Supporting the Trustee Board

- Contribute to Board papers on project staffing and service delivery
- Attend meetings and subcommittee meetings or working groups of the trustee Board as required and contribute to the preparation of the annual report

6. Financial Management

- Contribute to decisions on allocation of financial resources
- Deliver services within allocated budgets

7. Administration & IT

- Confidently use a range of remote working technologies to facilitate effective work with staff and partners (we primarily use Microsoft Office)

	<ul style="list-style-type: none"> • Oversee and monitor effective and efficient project administrative systems • Implement complaints procedures in accordance with Citizens Advice guidelines • Assist with coaching staff and volunteers as and when new systems are introduced
<p>Other</p>	<ul style="list-style-type: none"> • Complete induction and mandatory training relevant to your role. • Work within our organisational key principles, policies & procedures. • Embed Equity, Diversity and Inclusion (EDI) in day-to-day work. • Work effectively both independently and collaboratively in teams. • Undertake any other duties as might be reasonably required within the scope of this role.

Person Specification

Essential Criteria

Experience (through paid or voluntary work)

- Experience of planning and managing services and/or projects
- Experience of building and maintaining key relationships, both inside an organisation and externally
- Experience of developing quality standards and monitoring service delivery against agreed targets across multiple funding streams

Skills and abilities

- Able to lead and contribute to a multi-disciplinary team
- Skilled in prioritising own workload and the workloads of others and making sound decisions in the day to day running of the projects
- Empathetic people manager, capable of motivating staff while maintaining high performance
- Excellent communication, presentation, influencing and negotiating skills
- Excellent written communication skills with ability to summarise and produce simple briefings on complex matters
- Strong analytical and research skills with the ability to identify developments or trends, and assess their impact on the organisation
- Highly organised, adaptable, and able to manage competing demands and tight deadlines
- Confident working independently using initiative, while recognising when to seek guidance
- Sound understanding of the need to use discretion and preserve confidentiality

Additional Requirements

- The role requires some travel within the New Forest, hence a reliable means of transport is essential. Candidates who can drive and own a vehicle insured for business purposes will be well-suited for this position.

Our approach to Equity, Diversity and Inclusion (EDI)

EDI is of strategic importance within Citizens Advice New Forest (CANF) and recognised as integral to all we do as a service.

Central to pursuing our EDI mission is building diverse and inclusive teams in which everyone has a sense of belonging. We particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people.

We are also a flexible employer, so our roles may suit anyone who'd prefer a flexible arrangement to help their work/life balance.

Further information & how to apply

If you would like to discuss this role further, please email James Lethbridge at jobs@canf.uk

To apply for this role, please send a CV and cover letter (no more 500 words) to jobs@canf.uk to explain how your skills and experience fit with the requirements of this role. **Applications will only be accepted on receipt of a CV and cover letter to this email address.**

Applicants will be considered on a rolling basis and the closing date for this role is **Friday 13th March 2026**.