



Service Development 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 Service Development 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 role: Service Development Manager

Citizens Advice New Forest & Citizens Advice Winchester have an exciting opportunity for a Service Development Manager.

This is a varied role combining business development, project mobilisation and operational management. You will work closely with our leadership teams to identify new opportunities, develop projects and funding proposals, and turn successful ideas into effective services.

Alongside developing new initiatives, you will oversee a portfolio of established projects, ensuring they are well managed, achieve their targets and outcomes, and meet the expectations of funders and partners.



Role Profile

Job Title	Service Development Manager
Reporting to	Head of Strategic Development, Citizens Advice New Forest
Annual Salary	£34,000
Hours of work	Full-time (37.5 hours per week), we will consider part-time hours for the right candidate
Location	Hybrid/flexible with regular travel across the New Forest and Winchester area
Holiday	25 days per annum (pro rata), plus bank holidays

Key responsibilities

This role combines development of new projects alongside the management, mobilisation and implementation of existing projects.

1. Business Development support

- Work with leadership to support business development by identifying emerging and unmet client needs and developing new project ideas and proposals
- Actively seek out opportunities to develop pilots and new initiatives to increase or diversify our service provision and generate income
- Support (and in some cases lead) the production of funding applications and contract tenders
- Represent the organisation at meetings with statutory, voluntary and commercial organisations, building effective relationships to support future business development.

2. Service delivery – established projects

- Oversee the delivery of established projects and ensure they reach the quality standards and targets 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 high level knowledge of, 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
- Monitor and assess risks to service delivery for projects, ensure project Risk Assessments are completed and contribute to the organisational Risk Register
- Attend management meetings and liaise with internal teams to ensure smooth delivery of advice across the organisation

3. Project mobilisation and implementation – new projects

- Lead the mobilisation of newly funded projects, following approval and handover from the business development teams, ensuring a smooth transition from project design to service delivery
- Develop and oversee implementation plans, including timelines, milestones, staffing requirements, referral pathways, monitoring systems and operational processes
- Coordinate with internal teams to ensure the necessary resources, systems, policies and procedures are in place prior to project launch
- Build relationships with funders, delivery partners and key stakeholders during the mobilisation phase to ensure clear communication, shared expectations and effective partnership working
- Recruit, induct and support project staff where required, ensuring they understand project objectives, funding requirements, performance targets and quality standards
- Identify and manage mobilisation risks, developing contingency plans and ensuring any issues are escalated and addressed promptly
- Ensure project budgets, financial monitoring arrangements and resource allocations are established and aligned with funding agreements

- Review project performance during the initial implementation period and make recommendations for service improvements to support effective long-term delivery
- Establish project governance arrangements and reporting mechanisms in line with funding requirements and organisational standards
- Work with relevant managers to establish data collection, monitoring and evaluation frameworks to measure outcomes and demonstrate project impact
- Complete formal project handovers from mobilisation into business-as-usual service delivery, ensuring all operational, contractual and performance requirements are fully embedded

4. Staff management

- Ensure the effective performance management and development of project coordination 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 leadership 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

4. Financial management

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

5. Administration & IT

- Confidently use a range of remote working technologies to facilitate effective work with staff and partners (we primarily use Microsoft Office)
- Oversee and monitor effective and efficient project administrative systems
- Oversee project complaints procedures in accordance with Citizens Advice guidelines
- Assist with coaching staff and volunteers as and when new systems are introduced

6. Supporting the Trustee Boards

- Contribute to Board paper submissions on project staffing and service delivery
- Attend meetings and subcommittee meetings or working groups of the Boards as required
- Contribute to the preparation of the Annual Reports as required

Other

- Complete induction and mandatory training relevant to the role
- Work within organisational key principles, policies & procedures
- Embed Equity, Diversity and Inclusion (EDI) in day-to-day work
- Undertake any other duties as might be reasonably required within the scope of this role
- In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job

Person Specification

Essential Criteria

- Experience of actively seeking out opportunities to develop pilots and new initiatives to increase or diversify our service provision and generate income
- Experience of planning and managing services and/or projects
- Experience of onboarding new services and comfortable with assuming responsibility for all aspects including developing quality standards and monitoring service delivery against agreed targets across multiple funding streams
- Experience of building and maintaining key relationships, both inside an organisation and externally
- Able to lead and contribute to a multi-disciplinary team, capable of motivating staff while maintaining high performance
- Skilled in prioritising own workload and the workloads of others and making sound decisions in the day to day running of projects
- Strong presentation, influencing and negotiating skills
- Excellent written communication skills with ability to summarise and produce simple briefings on complex matters

Desirable

- Experience of preparing successful funding bids, tenders and/or expressions of interest to secure new income
- Strong analytical and research skills with the ability to identify developments or trends, and assess their impact on the organisation

Additional Requirements

- The role will require travel within the New Forest and Winchester regions, as well as wider travel across Hampshire, 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 16th October**