

## Recruitment pack

Thanks for your interest in working for Citizens Advice Oxfordshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Key facts about what we offer
- Other staff benefits
- Role description
- Person specification
- 3 things you should know about us
- Overview of Citizens Advice
- How Citizens Advice Oxfordshire works
- Our values

**Application deadline:** 9am Monday 12th January 2026

**Interview dates:** From Thursday 15th January 2026

### Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling [staff-recruitment@caox.org.uk](mailto:staff-recruitment@caox.org.uk) 01993 892063



## Key Facts

- Location:** Oxford (principally OX1 2DH)
- Hours:** 29.6 hours (0.8 FTE)
- Contract:** Permanent
- Salary:** FTE £31,544.00 - £33,767.00 (full time is 37 hours)  
£25,235.20 - £27,013.60 actual salary for 29.6 hrs per week (0.8 FTE)
- Expenses:** Any additional travel above home to work can be claimed at £0.45 per mile
- Other:** A laptop and any other essential equipment will be provided



## Other staff benefits

### Workplace Pension

- 5% employer contribution, minimum 3% staff contribution

### Generous Holiday allowance

- 31 days plus bank holidays (pro rata for part time roles)

### Ongoing training and development opportunities:

Your line manager and our Learning & Development Team will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.

### Regular personal supervision and annual appraisal

### Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

**An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you.**



## Role Description

As Advice Services Manager you will work with the Senior Management Team and colleagues to support the development and implementation of the organisation's business and development plan, manage our local core services delivery and assist with the development of our core services, including working with local core funders. You will also be the responsible manager for the geographical location that you are assigned, ensuring local office needs and responsibilities are met. Our organisational aim is to meet client needs and future demand through developing and delivering sustainable quality advice services across Oxfordshire.

**Reporting to:** Core Services Manager

**Line Manager to:** Advice Session Supervisors/Coordinators, other core delivery staff and may directly line manage some core service volunteers.

**Key internal working relationships:** Other Advice Service Managers, Director of Operations, Chief Executive, Director of Business Development and Innovation, Finance Managers, IT Manager, Project Managers.

### Core purpose

Working closely with the Core Services Manager and Director of Operations, you will lead the delivery of our core advice services in Oxford, and act as the responsible manager for these geographical locations. This involves managing a multi-channel advice service, providing strong leadership to a local team, and ensuring the service is embedded in the community through effective stakeholder relationships. It includes the recruitment and management of volunteers, staff and Advice Session Supervisors to meet local demand for advice with a high quality and reliably staffed core service.



## Role Profile

### Service implementation, management, delivery and reporting

You will:

- plan and manage the delivery of the core advice service in Oxford, ensuring all activities, procedures, and systems comply with relevant regulatory frameworks, including the Advice Quality Standard, Financial Conduct Authority requirements, Citizens Advice national requirements, the General Data Protection Regulation, and Disability Confident accreditation.
- manage the local rota to ensure day-to-day service runs smoothly and efficiently with sufficient resources to meet client demand.
- oversee and monitor administrative systems and work within delegated financial authority.
- arrange and carry out case checking and Independent File Reviews in accordance with local policy and procedures for quality management, and ensure Advisers are given timely and constructive feedback.
- contribute to quality benchmarking reviews, QAA, and Advice Quality Standard audits as required.
- monitor and report on key performance indicators (KPIs) and outputs of core services to the Senior Management Team and funders as required, and implement improvement plans when necessary.
- contribute to our research and campaigns work by providing leadership for this area and ensuring local resources are allocated for both national and local campaigns.
- be aware of and respond to the advice needs of disadvantaged groups and areas, ensuring services reflect the Citizens Advice equality and diversity strategy.
- undertake session supervision as and when required.
- work with the Core Service team of ASMs across our offices to ensure our clients receive consistent service across the county, and resources are shared where appropriate.
- ensure that the Casebook LSS page and our website is kept up to date for your geographical area.

- contribute to CAOX weekly advice briefings, ensuring timely content from your service area, and distribute local information to your team as needed.
- investigate and respond to complaints, information breaches, and data requests in line with National Citizens Advice guidance, recording as per local procedure and escalating as appropriate.
- instigate and manage the safeguarding process as issues arise, consulting with and reporting to one of the Deputy Safeguarding Leads.
- manage local premises as required.
- support the Chief Executive with leases and landlord relationships as required.
- ensure CAOX health and safety policies are implemented in your office and outreaches, including ensuring appropriate testing and inspections are carried as required.
- complete and record appropriate risk assessments for premises, outreaches, home workers, home visitors, events, and individuals as required.
- ensure that your geographical area is adequately supplied with stationery and resources etc.

## Business Planning

You will:

- contribute to the development and implementation of the organisation's strategy and business plan as required.
- participate in management meetings as required.
- support and contribute to the successful completion of the annual Leadership Self-Assessment.
- report to and advise the Core Service Manager on core service staffing and delivery.
- propose improvements and expansion to core services and channels.

## Partnership Development

You will:

- represent the interests of CA Oxfordshire at funder meetings, external forums and other meetings as requested by the Senior Management Team.
- identify and develop key external relationships/partnerships for the successful delivery of core services.
- promote the work of the Citizens Advice service locally as required.

## People Management

You will:

- lead on local recruitment, selection, and induction of Advice Session Supervisors/Coordinators, and new core service staff.
- take an integral role in the recruitment and training of local volunteers to meet the needs of your location, working in accordance with National Citizens Advice guidance.
- lead and manage your direct reports.
- encourage good teamwork and lines of communication between all members of staff and volunteers.
- ensure the effective performance management and development of all staff and volunteers, through regular supervision sessions, the annual appraisal process and identification of learning and development needs.
- work with the HR Manager to develop and implement performance improvement plans where performance issues arise.
- ensure that all CAOx policies and procedures are followed.
- create a positive working environment in which equity and diversity are well-managed, dignity at work is upheld, and staff are empowered and motivated to do their best at all times.



## Person Specification

### Essential Criteria

- Experience of working in the advice sector or similar environment.
- The ability to lead and contribute to a team, including the ability to prioritise work, identify and develop ideas and opportunities, delegate effectively, handle pressure and take operational decisions.

# Advice Services Manager

- Experience of managing and monitoring operational contracts and KPIs, with proven experience in identifying risks and pre-empting issues before they arise.
- Experience of planning, implementing and monitoring service improvement plans, and other initiatives.
- Ability to research, analyse and interpret complex information, including data, and to produce clear verbal and written reports, with visuals where appropriate.
- Highly organised with a proven ability to work to a high standard and an eye for detail.
- Experience of meeting contractual and compliance requirements and/or maintaining quality standards and monitoring service delivery against agreed targets.
- The capability of implementing change while maintaining the trust of staff, volunteers and funders.
- Excellent communication skills, with the ability to explain complex information to, and influence diverse stakeholders/audiences.
- Proficient to reasonable standard in the use of MS Office and/or Google Workspace applications.
- Commitment to continuous learning and self-improvement.
- The ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.

## Desirable

- An understanding of the voluntary sector and, in particular, knowledge of the strategic, policy and funding environment in which the advice sector operates.
- Experience of working with volunteers.

**In accordance with Citizens Advice national policy we will require the successful candidate to complete a Disclosure and Barring check (DBS ). However, a criminal record will not necessarily be a bar to your being able to take up the job.**



## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 230 independent local Citizens Advice services across England and Wales.

**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 Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

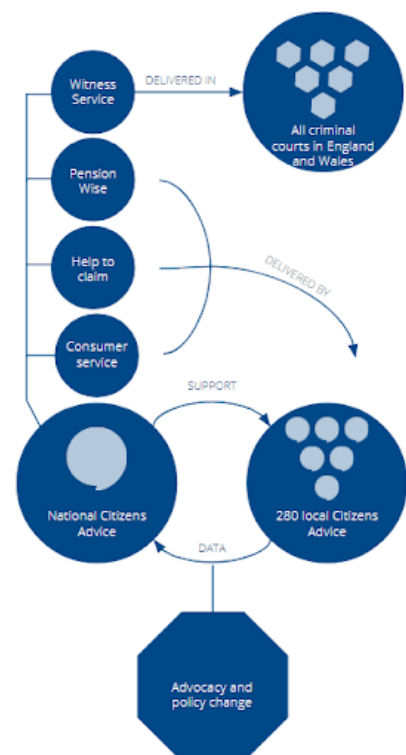
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

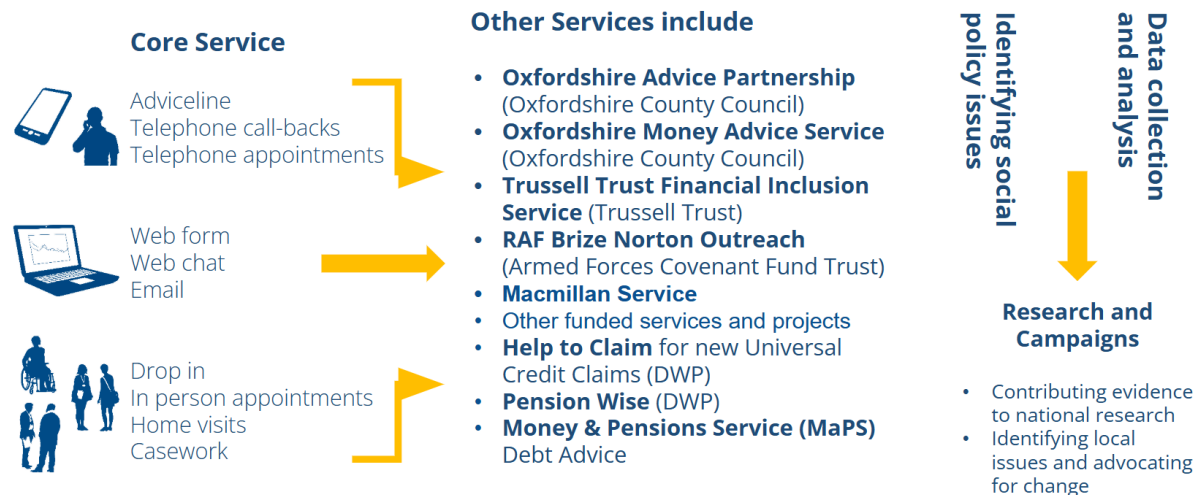
- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





## How Citizens Advice Oxfordshire works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice.

## ● Our values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.