

Job Description: Advice and Advocacy Manager

Reporting to: CEO

Based: Operational responsibilities in East Anglia with Norwich office base

Salary: £29,936.51 in probation rising to £32,539.69 once probation passed with opportunity to move to £35,142.86 with extra responsibility per annum (Band 5)

Hours: Full time

Purpose of the Role:

- To lead and develop our Advocacy and Disability Rights Advice services to successfully deliver these services to people facing disabling barriers enabling them to get the best outcomes.
- To develop new projects that empower disabled people and increase the reach of our services.
- To ensure that all activities undertaken promote the equality, dignity, and human rights of disabled people as defined through the social model of disability.

Principal Tasks:

Team Management:

- Provide effective leadership for staff and volunteers within the team, supporting team leaders to carry out regular 121's and appraisals, team meetings, and managing performance and morale.
- Ensure that any new staff and volunteers receive an appropriate induction to the wider organisation, so that they understand how it functions and the range of services and activities it undertakes.
- Support team leaders to arrange and facilitate team meetings, practice development workshops, and training, so that staff and volunteers have the skills and knowledge they require to fulfill their roles effectively.
- Promote a team culture which is honest, supportive, reflective, and open to change at all times.
- Provide support and cover for other Managers and team members as required.

Service Delivery:

- Ensure that teams deliver against any agreed targets and objectives in line with our strategic and operational plans, contracts, policies, procedures, and budget constraints.
- Make decisions about day-to-day operational issues demonstrating an ability to prioritise, use own initiative, and effective problem-solving skills.
- Ensure that staff and volunteers are appropriately supported.
- Ensure that effective triage processes are in place, and that the allocation process is fair and based upon priority need.
- Work with the CEO and the team to continually review the efficiency and effectiveness of the service, and identify areas for development.
- Ensure that the requirements and contractual obligations of the services are met.
- Support the CEO with the successful implementation of new services, projects, and service developments including developing any systems required to report upon targets, and ensuring that these are adhered to.
- Work with the CEO to increase the reach of the services we currently offer.
- Work with the CEO to identify opportunities for developing new services and ensuring that these are effectively delivered.
- Contribute to internal and external reporting as requested, and ensure that team members understand what role they have to play in gathering information we require for reporting purposes.
- Support staff and volunteers with any safeguarding issues that arise; ensuring that our policies and procedures have been adhered to.
- Support staff to deal with customer complaints appropriately, and ensure that our policies and procedures are adhered to and that learning from these is implemented
- Develop and maintain positive relationships with our stakeholders, and attend external meetings as appropriate.

Standards and Quality:

- Contribute to the development, implementation, and maintenance of systems and processes to improve service or project-related quality (and ensure commercial competitiveness where relevant).
- Keep knowledge and skills up-to-date through training, research, and self-development, and ensure that knowledge is shared with projects and the wider team as appropriate.
- Ensure that we are customer-focused at all times, and that quality standards are met or exceeded.
- Ensure our policies and procedures are implemented and adhered to across the team.

Culture and Organisation:

- Work closely with colleagues in other teams to ensure that the services and projects we deliver are integrated, and that our information resources remain up-to-date and relevant.
- Actively develop and maintain positive working relationships with colleagues, and promote a shared sense of responsibility and purpose.
- Ensure that information is communicated effectively between staff, volunteers, and the management team on a regular basis.
- Contribute to Equal Lives' strategic direction and development of policies and procedures, and ensure that staff engage with this as required.

General Tasks:

- Work within Equal Lives' policies and procedures at all times.
- Work closely with colleagues to ensure that Equal Lives' services are of the highest possible standards.
- Empower service users and undertake all duties guided by independent living philosophy and social model of disability.
- Take part in supervision, team, and other meetings as required.
- Participate in open days, conferences, and other events as required.
- Provide cover for colleagues and undertake other appropriate duties as required.

Person Specification:

The successful candidate will have experience in at least three of these areas.

Person Specification	Weighting
<p>Commitment to equality of opportunity and empowerment of disabled people: This role requires a strong dedication to promoting equality and empowering Disabled people.</p>	3
<p>Leadership and management experience: The ideal candidate should have experience in leading and managing a team through cultural and operational change processes.</p>	3
<p>Service design and development: Experience in designing and developing new services to align with strategic priorities.</p>	3
<p>Experience of working in an advice service</p>	2
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