



Head of Advice Services

Hours: Full time 37 hours (with flexibility to 30 hours as a minimum for an experienced candidate)

Salary: £38,000 - £42,000 (or pro rata as appropriate) depending on experience

Location: Based in one of our 3 offices in Alton, Bordon and Petersfield (and frequent travel across the area) with some home working

Citizens Advice East Hampshire is a local charity providing free, independent, confidential and impartial advice to over 7,500 people every year on the problems they face. We work as part of a network of around 300 local Citizens Advice members across England and Wales.

We are an equal opportunities employer and encourage applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

The Role:

We are seeking a dynamic and highly motivated Head of Advice Services to lead our dedicated and diverse staff and volunteer team, to develop our advice services and to ensure we continue to deliver high-quality information and advice. Reporting to and working closely with our Chief Executive, this is an exciting opportunity to play a significant role at the very heart of our charity.

As a member of our Senior Management Team, you will be responsible for the day to day running and future development of our advice operation. You will look to lead advice teams that are able to respond to the changing needs of our community.



You will be able to demonstrate strong leadership and collaboration skills to support an inclusive working environment for our staff and volunteer team, as well as work proactively with a wide range of stakeholders across the district.

The successful applicant will be a confident and positive leader who is energetic, resourceful, and organised. You will relish change and possess substantial operational management experience, ideally within a high performing multi-channel advice service or similar, preferably with a good understanding of Citizens Advice or similar advice function. Frequent travel to our offices in East Hampshire is essential.

For an application form and further information please contact **district@caeasthants.org.uk**

Closing date for applications is Monday 25th November 2024 at 12 noon.

Interviews are expected to be held on Monday 2nd December 2024 in our Petersfield office (GU32 3HH) in East Hampshire.

Please note all successful applicants will be subject to an Enhanced DBS check.

Please note CV's will not be accepted.