



**Stroud
& Cotswold
Districts**

Community Operations Manager

Job pack

REPORTING TO:	Chief Executive Officer
PLACE OF WORK:	Stroud and Cirencester offices, with travel to outreach and partner sites
SALARY:	Band 4 on the CA-SCD scale (full time starting salary £35,550 adjusted PRO RATA for contractual hours)
HOURS OF WORK:	Up to 22.5 hours per week (potential opportunity for full time, i.e. 37 hours per week, considered for the right candidate)
CONTRACT:	Permanent
PENSION:	Employees are eligible to benefit from the employer's designated pension scheme. Details will be provided on appointment
PROBATION:	The probationary period for this role is 6 months. CA-SCD reserves the right to extend probationary periods for such time as it considers appropriate
CLOSING DATE:	23rd March 2026 (Interviews will be held on 1st / 2nd April) We reserve the right to close this vacancy early if we receive sufficient applications for the role. If you are interested in applying, we encourage you to submit your application as early as possible.



The role

This is a new post within our small charity. To lead and coordinate CASCD's community-based advice services, ensuring high-quality delivery, robust supervision, and effective partnership engagement. This role is a part of the Senior Leadership Team and as such strengthens operational capacity for outreach and supports sustainable service delivery.



Role profile

Main Duties

Service Delivery & Operations

- Oversee day-to-day delivery of community advice services (including Foodbank advice, Advice First Aid).
- Plan and manage outreach sessions and events, ensuring safe and effective delivery.
- Monitor KPIs and produce reports for CEO, funders and external partners.

Line Management & Supervision

- Line-manage Foodbank Advisers & Advice First Aid Advisers.
- Provide structured supervision, case checking, and performance management.
- Ensure compliance with Citizens Advice quality standards.

Partnerships & External Relations

- Build and maintain relationships, as nominated by CEO, with funders and community partners.
- Represent CASCD at external forums and collaborative meetings.
 - Support and develop communications and outreach activities, including Advice First Aid.

Partnership Development

- Develop and maintain key strategic partnerships and realise potential from these relationships to support CASCD business objectives and priorities.
- Document and monitor the aspirations of actual and potential partners including the development and preparation of proposals to demonstrate how CASCD advice services are able to support the achievement of their goals.
- In collaboration with CEO, collate performance data produce regular reports and updates to all partners.

Relationships

- Form strong working relationships with the CEO and Senior Leadership Team, ensuring the sharing of skills, knowledge, market intelligence and best practice.
- Maintain relationships within nominated Trustees and the Board as required.

Compliance & Risk

- Ensure adherence to regulatory frameworks (AQS, FCA, MaPS, GDPR, safeguarding).
- Maintain data-sharing agreements and oversee safe practice in all delivery settings.

Continuous Improvement

- Contribute to service development and change management initiatives.
- Support research and campaigns through data and insight gathering.

Personal Development and Training

- Identify your own development needs and, in agreement with CEO, pursue suitable development opportunities.
- Maintain knowledge of relevant legislation that may require CASCD service developments or new services.
- Attend staff meetings and internal / external forums and meetings as required.
- Attend trustee board meetings as required.



Person specification

Essential

- Qualified Citizens Advice Generalist adviser (or good experience of general advice (especially welfare benefits, debt and housing)).
- Proven experience in operational service delivery and team leadership.
- Strong line management and supervision skills.
- Demonstrable experience of working towards and meeting challenging performance targets.
- Understanding of compliance frameworks, quality standards and accreditation relevant to advice services (AQS, FCA, MaPS, GDPR, Safeguarding).
- Organised with an ability to prioritise multiple tasks and to work on own initiative.
- Understanding of the voluntary sector.
- Ability to plan and manage outreach/community operations.
- Skilled in partnership building and stakeholder engagement.
- Excellent verbal and written communication skills.
- IT literacy and confidence with data reporting.
- Ability to commit to and work within the aims, principles, values and policies of Citizens Advice service.
- Have a valid driving licence and access to personal transport to ensure coverage of the immediate and wider area.

Desirable

- Supervisor experience within Citizens Advice or an equivalent advice background. A candidate appointed without Citizens Advice experience will be expected to be meeting the supervision element of the role within 3 months.
- Familiarity with local community networks across Stroud & Cotswold districts.
- Able to work flexibly including occasional evening work as required eg Board meetings.

In accordance with Citizens Advice national policy we will may the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.