

Head of Operations

Context of Role:	The Head of Operations is to provide operational leadership across Uttlesford Citizens Advice, ensuring effective management of day-to-day advice operations, delivery of operational plans, direct line management of key operational staff and supervisors, performance and KPI tracking, contract management, and operational compliance.
Reporting to:	CEO
Hours:	3 day per week (22.5 hours) Office-based in Saffron Walden. Once trained, hours may be worked from home, subject to negotiation and the needs of the charity.
Line Management Responsibility:	Office Manager, Training Officer, Supervisors, Caseworkers
Salary:	Range £38,000 - £40,000 FTE , dependant on experience (FTE based on 37.5 hour week)
Application Process:	Application forms available at www.uttlesfordca.org.uk Submit your completed application form and covering letter by email to recruitment@uttlesfordca.org.uk Please note that CVs will not be accepted
Application Deadline:	16th August 2026, Noon
Start Date:	September

About Uttlesford Citizens Advice

Citizens Advice is a unique local charity, helping around 4,000 people each year to deal with difficulties in their lives, such as job loss, illness bereavement or relationship breakdown.

We give people the knowledge and the confidence they need to find their way forward - whoever they are and whatever their problem.

Our service is delivered primarily by our dedicated and well-trained team of volunteers, supported by around 21 part-time and full-time members of staff

We offer:

- 28 days paid holiday, including bank holidays (pro rata for part time staff)
- We are a Family Friendly Employer
- Flexible working arrangements (where business needs allow)
- Pension Scheme
- Expenses reimbursed
- Staff refreshments
- Free Access to Telus Heath - a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year
- Staff and Volunteer social events and activities
- Access to Charity Workers discount scheme:
<https://www.charityworkerdiscounts.com/login>



The Role

This is a pivotal leadership role at the heart of our local charity, ensuring our frontline advice services run smoothly, effectively, and with maximum impact. As Head of Operations, you will provide strong, collaborative operational leadership across the organisation, translating our strategic goals into high-quality day-to-day service delivery, securing vital funding, and championing our work with external partners across Essex.

At UCA, you'll be joining a small, committed, and friendly team where your leadership will directly shape our future. We value leaders who combine operational rigor with

empathy, someone who can manage performance, lead funding bids, and nurture key commissioner relationships while fostering a supportive, inclusive, and development-focused workplace culture.

You will bring a hands-on, proactive approach to leadership: directly managing key staff and supervisors, managing contract relationships with local councils, and representing UCA within the broader Citizens Advice network. Comfortable taking initiative and adapting as priorities shift, you'll thrive on building efficient processes, securing funding, and supporting our team to deliver the best possible outcomes for our community.

This role would suit an experienced, adaptable manager who excels at people management, builds strong external relationships, and finds deep satisfaction in driving operational excellence within an organisation dedicated to making a real difference in people's lives.

Main duties and responsibilities:

Key Accountabilities	Key Elements and Tasks
Operational & Service Delivery Management	• Deliver operational plans in line with organisational goals and Citizens Advice Membership Scheme standards. • Manage day-to-day service operations, ensuring high quality advice delivery and effective service cover. • Deliver change programmes and lead new operational projects.
People Management & Development	• Line-manage the Office Manager, Training Officer, Supervisors, and Caseworkers. • Oversee recruitment of operational staff, conduct performance appraisals, and manage staff development. • Monitor operational KPIs, quality control metrics, and service performance standards.
Contracts, Bids & External Liaison	• Develop funding bids, lead negotiations, manage operational contracts, and submit monitoring reports. • Manage day-to-day commissioner and contract relationships with local council officers and councillors. • Liaise with Citizens Advice national, Local Citizens

	Advice CEOs, and Essex CEOs regarding project delivery.
Finance, Compliance & Communications	• Prepare operational performance reports. • Monitor operational budgets and contracts. • Serve as operational lead for Health & Safety, compliance, risk management, policy implementation, quality assurance and business continuity. • Monitor IT procurement and system usage. • Lead internal communications, media relations, and strategic publicity.

Personal skills and qualities:

Criteria	Essential	Desirable
Education & Professional Development	Educated to degree level or able to demonstrate equivalent professional experience. Commitment to continuing professional development.	Professional qualification in leadership, management, organisational development or evidence of leading significant service improvement or organisational change.
Operational Leadership	Significant experience of operational leadership within a charity, advice agency, public sector or similarly regulated organisation. Experience of translating strategic objectives into effective operational delivery.	Experience within the Citizens Advice network or a comparable advice or community support organisation.
People Leadership	Proven experience of leading, motivating and developing multidisciplinary teams. Experience of line managing	Experience managing volunteers alongside paid staff

	managers and frontline staff, including recruitment, supervision, performance management and staff wellbeing.	
Service Delivery & Improvement	Experience delivering high-quality services against performance targets and quality standards. Demonstrable experience of improving services through innovation, collaboration and continuous improvement.	Experience leading organisational change programmes or introducing new ways of working.
Performance & Quality	Experience using data, KPIs and quality assurance processes to monitor performance, identify trends and improve services.	Experience working within recognised quality assurance or accreditation frameworks.
Contract & Partnership Management	Experience managing externally funded services, contractual requirements and productive relationships with commissioners, partners and stakeholders.	Experience contributing to successful funding bids or service development proposals.
Financial Management	Experience managing operational budgets, monitoring expenditure and ensuring effective use of organisational resources.	Experience overseeing payroll or financial administration.
Governance, Compliance & Safeguarding	Good understanding of safeguarding, governance, equality, health and safety, data protection and risk	Experience working within Citizens Advice Membership Standards or similar quality frameworks. Experience acting as a

	management. Commitment to creating safe services for clients, volunteers and staff, and ensuring safeguarding concerns are recognised and managed appropriately. Experience implementing organisational policies and maintaining compliance.	safeguarding lead.
Communication & Influencing	Excellent written, verbal and presentation skills. Able to communicate effectively with staff, trustees, commissioners, partners and community stakeholders. Experience producing reports for senior leaders or Boards.	Experience representing an organisation publicly or working with local media.
Digital & IT Skills	Confident using digital workplace platforms (e.g. Microsoft 365 or Google Workspace) and management information systems to support effective communication, collaboration, reporting and service delivery.	Experience of Citizens Advice Casebook (or similar case management systems), business intelligence tools (e.g. Power BI, Tableau or equivalent).
Personal Attributes	Strategic thinker with strong operational focus. Highly organised, resilient and able to manage competing priorities. Sound judgement, integrity and accountability. Collaborative leadership style with a commitment to empowering others.	Experience leading services through periods of organisational growth or significant change.

Values & Behaviours	Commitment to the aims, principles and values of Citizens Advice, including equality, diversity and inclusion. Passion for delivering accessible, person-centred services and improving outcomes for local communities.	Understanding of the challenges facing rural communities
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Personal Attributes

Essential

- A visible, inclusive and values-led leader who inspires trust, collaboration and accountability.
- Strategic thinker with the ability to translate vision into practical operational delivery.
- Sound judgement, integrity and discretion, particularly when managing sensitive, complex or confidential matters.
- Resilient and adaptable, able to lead effectively through change and competing priorities.
- Committed to continuous improvement, innovation and evidence-based decision making.
- Confidence in making timely decisions while balancing risk, opportunity and organisational priorities.
- Demonstrates emotional intelligence, empathy and the ability to build positive relationships with staff, volunteers, trustees and external partners.
- Committed to safeguarding, equality, diversity and inclusion, creating an environment where people feel safe, respected and valued.
- Curious about new technologies and able to evaluate how they can improve services while ensuring ethical use, confidentiality and compliance.

Desirable

- Experience of leading organisational culture change.
- Understanding of the opportunities and challenges of delivering services in rural communities.

Safeguarding & Values

Essential

- Demonstrates a commitment to empowering individuals, reducing inequality and delivering accessible services that respond to the needs of local communities.
- Demonstrates a strong commitment to safeguarding children, young people and adults at risk, understanding individual and organisational responsibilities.
- Committed to the Citizens Advice principles, equality, diversity and inclusion, and delivering person-centred services with dignity and respect.
- Acts with integrity, professionalism and accountability, maintaining confidentiality and appropriate professional boundaries.

Recruitment Process

Shortlisted candidates will be invited to:

- Deliver a **10-minute presentation** (presentation title will be provided following shortlisting).
- Participate in a **45-minute competency and values-based interview**.

The presentation and interview will assess candidates against the person specification and the leadership competencies required for the role.

Uttlesford Citizens Advice is committed to providing a supportive and inclusive Culture.

We recognise the positive value of diversity, promoting equality, inclusion and challenging discrimination.

We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, inclusion and diversity a fundamental part of all our activities.

We recognise people with different backgrounds, skills, attitudes and experiences

bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Uttlesford Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, pregnancy and maternity, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.