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| **Job Role:** | Advice and Advocacy Manager |
| **Reporting to:** | CEO |
| **Salary:** | £29,936.51 per annum in probation rising to £32,539.69 once probation passed with opportunity to move to £35,142.86 with extra responsibility (Band 5) |
| **Hours and working pattern:** | 37 hours per week Mon-Fri 08:30-16:30 (1 FTE) |
| **Location:** | Equal Lives main office and in the community |

**Purpose of the Role:**

* To lead and enhance our Advocacy and Advice services to achieve the best outcomes for Disabled people
* Develop projects that empower Disabled people and expand our service reach
* Ensure all activities promote equality, dignity, and human rights for Disabled people, in line with the social model of disability

**Principal Tasks:**

**Service Management**

* Provide effective leadership for the services
* Line manage Team Leaders
* 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 develop training programmes, so that staff and volunteers have the skills and knowledge they require to fulfil their roles effectively
* Promote a team culture which is honest, supportive, reflective, and open to change
* Provide support and cover for other Managers and team members as required

**Service Delivery**

* Guarantee 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
* Establish effective triage processes to ensure that allocation processes are fair and based upon priority need
* Work with the CEO and the teams to continually review the efficiency and effectiveness of the services and identify areas for development
* Ensure that the requirements and contractual obligations of the services are met
* Identify opportunities for developing new services
* Support the CEO with the successful implementation of service developments, new services and projects, 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
* Contribute to internal and external reporting as requested, and ensure that team members understand what role they must 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 and volunteers 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 teams 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 teams

**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**

* Always work within Equal Lives’ policies and procedures
* Work closely with colleagues to ensure that Equal Lives’ services are of the highest possible standards
* Work in a professional way, upholding boundaries
* Work in a way which is empathic and non-judgemental
* Empower clients and members, 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.

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| **Person Specification: Advice and Advocacy Manager** | |
| **Key characteristics** | **3 – High importance**  **2 – Med’ importance**  **1 – Low importance** |
| Leading and managing a team through cultural and operational change processes | 3 |
| Designing and developing new services in line with strategic priorities | 3 |
| Budget management ensuring services are financially sustainable | 1 |
| Recognising and rewarding good performance and addressing poor performance | 3 |
| Project management and delivering projects in line with targets and funding requirements | 2 |
| Developing strong working relationships with key stakeholders and internal colleagues | 2 |
| Managing contracts and delivery of KPIs | 2 |
| Working with IT including Office, Word & Excel, using technology to monitor and report on services | 2 |
| Understanding of the barriers faced by disabled people, the Equality Act 2010, and Social Model of Disability | 3 |
| Experience of managing a service | 2 |
| Presentation skills | 1 |
| Personal experience of disability | 2 |