

**CITIZENS INFORMATION SERVICE**

**Development Manager**

**(Full-time, Permanent Position)**

Applicant Information Pack

November 2020

Laois/Offaly Area

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## **Citizens Information Service - Service Offer**

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Citizens Information Services (CISs) provide free, impartial and confidential information, advice and advocacy services to the public. Each Citizens Information Service covers a geographical area within their region, facilitating both rural and urban areas, delivering a service through a network of Citizen Information Centres (CICs).

### **Information and Advice**

Our Information Officers assist people with queries in relation to a broad spectrum of public and social services, including social welfare entitlements, income tax calculations, housing supports and access to health services. Our staff receive regular training and social policy updates to ensure that the information and advice that we provide is up-to-date and relevant for CIS service-users.

### **Social Policy**

Our staff also engage in social policy reporting, highlighting issues that affect our clients in accessing public services, which in turn feeds into the work of the Citizens Information Board in the development of policy papers and recommendations to government. Through this process, CIS Information Officers capture social policy issues in real-time, facilitating the development of responsive and evidence-based policy reporting.

### **Advocacy**

When required, Information Officers can provide further support through our advocacy service. This can mean assisting someone to write a letter or make a phone call, or a more complex and longer-term process such as preparing people for, or representing them at, a Social Welfare Appeals Office or Workplace Relations Commission hearing. All Information Officers are supported by a regional Advocacy Support Worker who provides expert advice, coaching and mentoring in this key aspect of our work.

The range and level of advocacy support provided by CISs has continued to develop and expand year on year, with significant outcomes achieved for people around the country in the areas including employment, equality, housing and social welfare.

## Citizens Information Services – Locations

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Each Citizens Information Regional Company covers a geographical region, facilitating both rural and urban areas, delivering a service through a network of Citizen Information Centres.

The 8 regional CIS companies cover the following areas: North Dublin, Dublin South, North Connacht & Ulster, North Leinster, North Munster, South Connacht, South Leinster and South Munster, as illustrated in the map below. Each CIS Region is subdivided into a number of CIS Service Areas which in turn each contain a number of Citizens Information Centres.



## Development Manager - Job Description

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### Responsible to:

The Board of Directors of the Company and reporting to the Regional Manager of the company or other nominated director on a day-to-day basis.

### Purpose of the job:

To be responsible for developing and managing the Citizens Information Service in the nominated area.

### Main Duties:

- To be responsible for the overall development of a Citizens Information Service in the location and to develop the service in line with the Citizens Information Board guidelines for the provision of Citizens Information Services.
- To develop and manage innovative processes for the provision of quality information, advice and advocacy services to clients in various formats using the computerised version of the Citizens Information Board's [www.citizensinformation.ie](http://www.citizensinformation.ie) website as an information tool, supplemented by other relevant information sources (some direct provision of service may be involved).
- To manage the recruitment, training and development of a team of paid staff and volunteers including supervision and support.
- To manage the development and provision of advocacy services within the Service with the assistance of the assigned Advocacy Support Worker.
- Ensure appropriate referrals are made to and collaborate with the National Advocacy Service for People with Disabilities as appropriate.
- To be responsible for the development of a network of information service providers in the area and for ensuring referrals are made to other services, including the Money Advice and Budgeting Service as appropriate.
- The development and operation of an appropriate system for monitoring and evaluation of the service within relevant guidelines.
- To undertake outreach and other information related activities.
- To undertake publicity and research initiatives appropriate to the development of the service.
- To represent the CIC at conferences etc. as decided by the Regional Manager.
- To support the development of the service and assist in strategic planning for the service.
- To attend meetings and provide annual and other reports and submissions as required.
- To maintain an agreed financial system within the appropriate guidelines as required.
- To undertake such duties as may be assigned by the Regional Manager.

## **Development Manager - Person Specifications**

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### **Education Qualifications and Attainments**

- Ideally candidates should have a third level qualification. Greater marks should be given for higher-level courses of greater relevance to the post, e.g. Management Information/Social Studies is desirable.

**or**

- Less formal academic qualifications with management experience in an information, advice, advocacy or legal setting.

### **Essential knowledge and experience**

- A thorough understanding of the issues around the provision of, and access to information, advice and advocacy services.
- Awareness of other specific and appropriate services available to clients
- Comprehensive knowledge and understanding of how the social welfare, health and income tax systems operate in general and information/advice services
- Experience in management, staff supervision, customer service, evaluation and monitoring procedures, promotion and publicity

### **Desirable skills, abilities and experience**

- Knowledge of community development
- Experience in project management
- Knowledge of and experience in staff training
- Experience in delivering information, advice and advocacy, including representative advocacy, services to the public and integration with service delivery by other agencies
- Innovation
- Quality focus and networking skills

### **Core and special aptitudes and skills**

- Effective communication skills
- Ability to work with management structure
- Leadership and management skills
- Administrative/organisational and IT skills
- Be open to working unsocial hours as may be required from time to time and willingness to attend evening and occasional weekend events. (Time Off In Lieu arrangements apply in all such circumstances).

## Development Manager – Required Competencies

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Competency	Definition
<b>Management</b>	<p>Line manages a team of staff, including paid staff, employment scheme workers and volunteers.</p> <p>Knowledge of management in the context of the community and voluntary sector.</p> <p>Manages staff teams, projects and other workloads to meet service delivery commitments, timescales, budgets and deliverables</p>
<b>Human Resources</b>	<p>Ability to manage staff in compliance with relevant employment and contract law requirements.</p> <p>Identifies and responds to HR issues as they arise. Meaningfully engages in performance review and other people management systems.</p> <p>Recruits and manages team members effectively to create a high performing team. Identifies and responds to training and development needs.</p>
<b>Customer Service</b>	<p>Demonstrates a customer oriented approach to all work, and is committed to meeting the expectations and requirements of service-users.</p> <p>Knowledge of customer service factors relevant front line service provision in the community and voluntary sector.</p> <p>Develops service to meet the needs of service-users from diverse backgrounds, demonstrating knowledge and sensitivity to issues including disability, diversity, equality and cultural difference.</p>
<b>Leadership</b>	<p>Assesses and responds to challenges effectively.</p> <p>Leads and influences staff to act in the interests of service development.</p> <p>Motivates staff to achieve excellence in service delivery for clients.</p>
<b>Finance</b>	<p>Ability to maintain an agreed financial system within appropriate guidelines as required.</p> <p>Manages a fixed budget, working within strict financial controls and reporting timeframes.</p>

**Development Manager – Required Competencies (cont.)**

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Competency	Definition
<b>Evaluation and Monitoring</b>	<p>Implements staff and service evaluation procedures effectively to improve service delivery and provide meaningful reporting and feedback.</p> <p>Evaluates service performance objectively, rigorously and fairly.</p>
<b>Promotion and Publicity</b>	<p>Possesses knowledge of the factors relevant to advertising and promoting a service to the public.</p> <p>Networks and delivers presentations to partner organisations and stakeholders.</p> <p>Organises and hosts service events.</p>



## **Development Manager – Terms and Conditions**

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This is a permanent, full-time position, subject to satisfactory completion of a six-month probationary period. The period of probation may be extended at the discretion of the Regional Manager. The successful candidate will be available to work 35 hours per week, (Monday to Friday). There may be a requirement to work evenings from time-to-time.

**Salary:** Scale range of €44,078; €45,496; €46,915; €48,334; €48,869; €50,314; €53,022; €54,252; €55,744; €57,076 (Max); €57,879 (LSI1); €58,682(LSI2)

**Incremental Credit:** The Citizens Information Service operates an incremental credit process for appointments higher than point one of the salary scale. This process is applicable to new entrants into the CIS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form. A request for incremental credit from a successful candidate must be made within the first 3 months of employment.

**Pension:** A company pension scheme is in place, and membership is obligatory upon commencement. Employee contribution; 5% of salary, Employer contribution; 7% of salary. Please note the Citizens Information Service has established a normal retirement age in line with the state pension age (currently 66).

**Annual Leave:** Calculated on a pro rata basis for part year service as follows:

- 25 days
- 26 days (upon completion of 2 years' service)
- 27 days (upon completion of 5 years' service)

Full terms and conditions are contained in a Staff Handbook, which is issued with and forms part of the Employee Contract at CIS.

## Development Manager – How to Apply

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- A relevant application form can be accessed from the vacancy section of [www.citizensinformationboard.ie](http://www.citizensinformationboard.ie)
- Applicants must possess all required competencies for the role and will be shortlisted solely on the basis of information provided in their completed application form.
- Curriculum Vitae (CVs), late, incomplete or hand-written applications will not be considered. Examples of incomplete information include (this is not an exhaustive list)
  - ✓ The personal statement is not completed.
  - ✓ All competency questions are not completed
  - ✓ Two references are not provided
  - ✓ Applicant declaration including Data Protection consent is not signed
  - ✓ Employment history including employment start and end dates are not provided.
- Please contact [aisling.barry@citinfo.ie](mailto:aisling.barry@citinfo.ie) if you have any special requirements in relation to completing the application form.

**Closing time and date: Closing date:** 23:59 on 1<sup>st</sup> December 2020 (late applications will not be accepted)

- **Please email application form to:** [recruitmentslcis@citinfo.ie](mailto:recruitmentslcis@citinfo.ie)
- A panel of qualified candidates may be formed from which temporary and permanent, part-time and full-time Development Manager posts which arise in a specified period, up to a maximum of 12 months, will be filled. Posts will be located in the CIS region applied for.
- For information on how your personal data will be used as part of this process please refer to our Data Protection Notice for Job Applicants, available at the following link: [http://www.citizensinformationboard.ie/en/data\\_protection/cis.html](http://www.citizensinformationboard.ie/en/data_protection/cis.html)

*Citizens Information Services are equal opportunities employers*