

**SOUTH MUNSTER
CITIZENS INFORMATION SERVICE**

Development Manager

(Full-time, Two Year Fixed Term Position)

Applicant Information Pack

May 2021

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Citizens Information Service - Service Offer

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

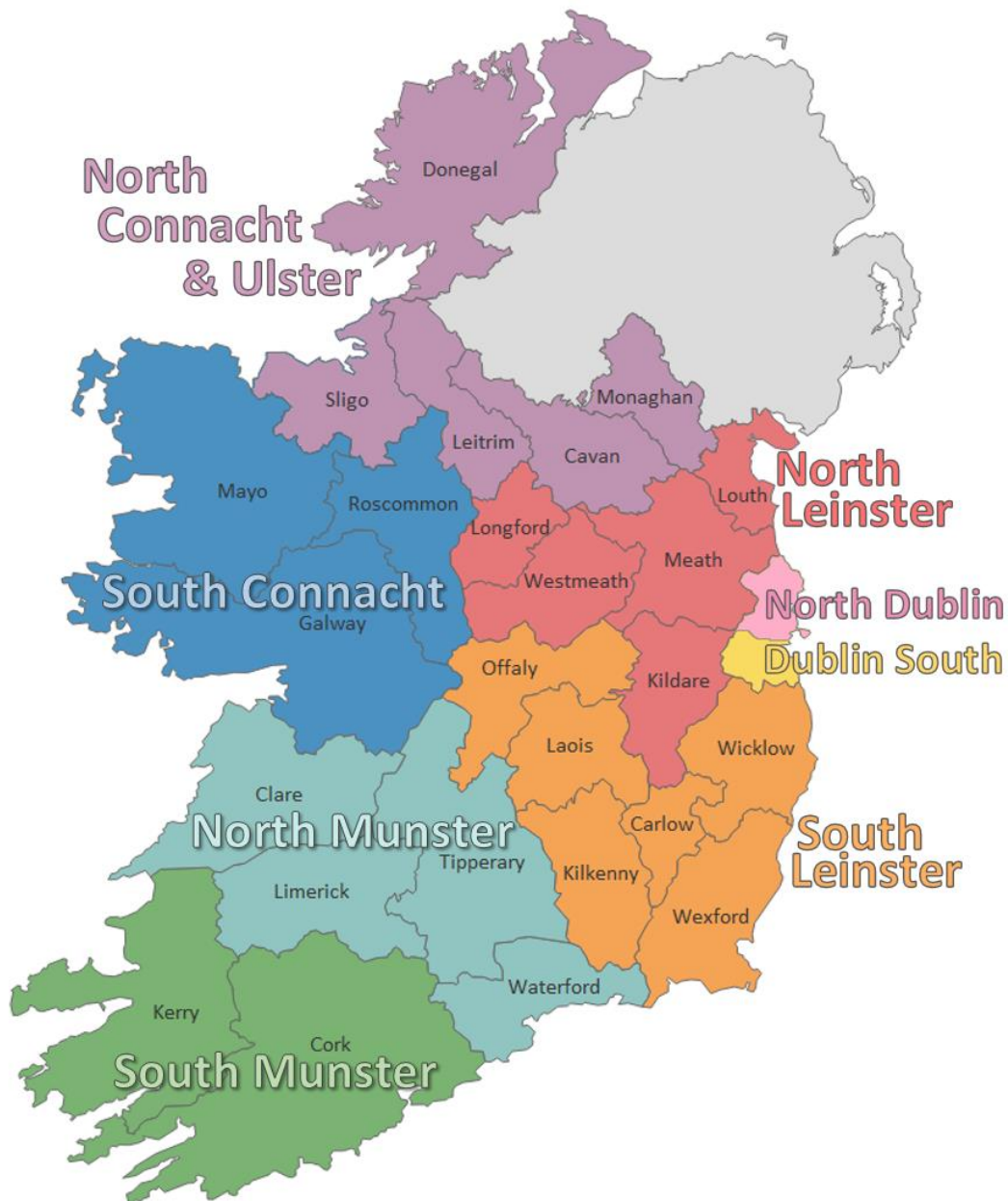
When required, Information Officers can provide further support through our advocacy service. This can mean assisting someone to write a letter or make a phone call, or a more complex and longer-term process such as preparing people for, or representing them at, a Social Welfare Appeals Office or Workplace 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

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

Responsible to:

The Regional Manager

Purpose of the job:

- To be responsible for the management and development of service delivery within a specified service-area, and to contribute to the development, leadership and management of the service as part of the Regional Management Team.

Main Duties:

- Be responsible for the development and delivery of service of the assigned service-area, in line with the company's strategy, action plan and the Citizens Information Board guidelines for the provision of Citizens Information Services.
- To contribute to the development and implementation of a regional strategy for the provision of quality information, advice, and advocacy services.

Management of Service Delivery

- Manage and develop the provision of information and advice services within the service area.
- Manage and develop the provision of advocacy services within the service-area, with the support and assistance of the Advocacy Support Worker and other approved advocacy supports.
- Identify, manage and promote outreach services and other information-related activities within the service-area, in line with the company's regional strategy and available resources.

Leadership, Management and Team Development

- Lead, manage and motivate a team of paid and unpaid staff (including volunteers and scheme workers, in conjunction with relevant stakeholders) within the service-area in the effective provision of Information, advice and advocacy services.
- Responsible for identifying ongoing training, development and support needs of staff and address these through local, regional, and national training provisions.
- Actively participate within the regional performance management development system (PMDS) process, ensuring that this process is implemented with all paid staff reporting directly to this position.

Quality Control

- Responsible for the implementation of approved quality-control mechanisms to ensure accuracy and consistency of information and advice provision within the service-area.
- Manage and actively monitor the accurate and timely electronic recording of CIS outputs in line with relevant data recording and case management requirements.
- Contribute to the development and operation of systems for monitoring and evaluating outputs of the CIS region within relevant guidelines, and responsibility for managing the implementation of same within the service-area.
- Ensure compliance with data protection legislation and instill good practice among staff in this regard.
- Highlight issues of concern regarding accessibility to CIS services to the Regional Manager.
- Implement referral pathways both inter and cross-regionally to support client access to appropriate level of service provision.
- Support the coordination of referrals to other services and collaborate with other CIB funded services to support clients.

Administration

- Responsible for the effective management of recording and reporting on information, advice, and advocacy activity within the service-area, including the reporting of social policy issues to the Citizens Information Board.
- Responsible for planning, managing and delivering timely and relevant service reports as required.
- Manage service-area / project budgets as assigned by the Regional Manager from time to time.
- Ensure the implementation of the provided financial system within national and regional financial control and budgetary guidelines.
- Attend meetings and provide annual and other reports / submissions as required.

HR

- Ensure compliance with employment legislation and with agreed HR policies and procedures as provided for within the CIS Staff Handbook.
- Maintain service-area HR files and provide HR reports to the Regional Manager.
- Responsible for managing / supporting the recruitment of paid staff as agreed with the Regional Manager and in line with the company's regional staffing strategy and CIS HR policies and procedures.

Promoting CIS

- Undertake publicity and research initiatives appropriate to the development of the service at the service-area level within CIB Financial Controls and procurement requirements.
- Contribute to and support regional publicity and research initiatives in conjunction with the Regional Management Team.
- Contribute to and support the development and implementation of a regional communications strategy in conjunction with Regional Management Team.
- Contribute to and support the development and implementation of an outreach strategy in conjunction with Regional Management Team.
- Develop, manage and consolidate effective relationships with key stakeholders both locally and regionally, and undertake outreach and other service related activities, as required.

Contributing to CIS Regional and National Development

- Work collaboratively as part of the Regional Management Team to implement the organisation's Strategic Plan.
- Contribute towards the development of policy and strategy at a national level in conjunction with the CIS Regional Manager.
- Support the Regional Manager on projects, innovations and developments within the organisation, and in the strategic planning for the service.

Facilities Management

- Oversee the effective maintenance and management of CIC premises in the specified service-area.
- Act as key liaison for all ICT issues and developments in the specified service-area in liaison with CIB IT Support and the Regional Manager.
- Where appropriate, identify new premises opportunities, relocation or renovation projects and make recommendations to the Regional Manager for progressing such initiatives.
- Project manage approved projects in consultation with the Regional Manager and other approved project partners.

Health and Safety

- Ensure the regional health and safety plan is implemented within the service-area and follow all reporting guidelines regarding incidents/accidents at work.
- Participate in health and safety teams and initiatives within the region.

Other Responsibilities

- The Development Manager will also be required to perform other duties, appropriate to the role, from time to time.
- 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 - Person Specifications

Essential Qualifications

- A relevant 3rd level qualification (social sciences, humanities, law, HR, management - Level 8 on the NFQ framework)

AND

- Minimum of 3 years' experience in a managerial role in a similar environment.

OR

- Less formal qualifications will be considered if candidates can demonstrate significant managerial experience (minimum 5 years) in a similar work environment.

Desirable Qualifications

- Management qualification
- Information/Advice/Advocacy qualification

Essential knowledge and experience

Significant experience in managing and/or delivering a complex service as relevant to this role (minimum 3 years).

- Operational experience in managing and delivering change in a complex environment, as relevant to this role.
- Experience of managing a team.
- Extensive knowledge of rights, entitlements and social policy issues relevant to CIS.
- Excellent interpersonal and communication skills.
- Excellent standard of written English, report writing and evaluation skills.
- Excellent IT and service data/case management software skills.
- Experience of and commitment to capacity building among staff and organisations.
- Strong leadership skills with a track record of innovation and implementing organisational improvements.
- High degree of personal integrity.
- Knowledge of and experience in coaching, mentoring and/or staff training.
- Ability to monitor and evaluate quality of service outputs and outcomes.
- Experience of managing and motivating others and supervising professional practice.
- A deep understanding of the needs of people with disabilities, of marginalised groups, persons in vulnerable situations, and the barriers experienced in accessing services.
- Excellent judgment, with flexibility and problem solving abilities.
- Experience in oral presentations and public speaking.
- Knowledge and understanding of Data Protection obligations.

Desirable skills, abilities and experience

- Knowledge of community development.
- Experience in project management.
- Experience in delivering information, advice and advocacy, including representative advocacy services to the public and collaborative practice with other agencies.
- Flexibility of approach and innovative thinking towards project/strategic work.
- Networking skills.
- Experience in facilities management.
- Experience in health and safety management.

Development Manager – Required Competencies

Competency	Definition
Management	<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>
Human Resources	<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>
Customer Service	<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>
Leadership	<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>
Finance	<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.)

Competency	Definition
Evaluation and Monitoring	<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>
Promotion and Publicity	<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

This is a two year fixed term, 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 (pro rata).

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

- A relevant application form can be accessed from the vacancy section of 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.
- Please contact recruitsouthmunster@citinfo.ie if you have any special requirements in relation to completing the application form.
- **Closing date: 12pm (noon) on Friday 11th June 2021**
- **Please email application form to: recruitsouthmunster@citinfo.ie**
- A panel of qualified candidates may be formed from which temporary, 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 South Munster CIS region.
- 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

Citizens Information Services are equal opportunities employers