

Project Manager

Job Pack

Thank you for your interest in working at Citizens Advice 1066 (CA1066). This job pack should give you everything you need to know to apply for this role and what it means to work in the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity.
- Guidance notes for applicants



Need more information?

If you have further questions about the role, you can call 01424 721420 or contact us at recruitment@citizensadvice1066.co.uk



To apply

Please complete the application form **in full** and return to recruitment@citizensadvice1066.co.uk

We will have multiple interview dates for this role, details below.

Please note that we do not accept CVs.

Citizens Advice 1066

As a member of the Citizens Advice service, CA1066 provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our borough in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.



Our values

We're inventive - We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible - We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Three things you should know about us

We're local and we're national

CA1066 has offices in Hastings and Bexhill, deliver outreach sessions for clients across Rother District, and give energy advice across East Sussex, in partnership with other local Citizens Advice. The Citizens Advice service is made up of Citizens Advice – the national charity – and a network of over 250 local Citizens Advice members across England and Wales.

We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to - and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice works

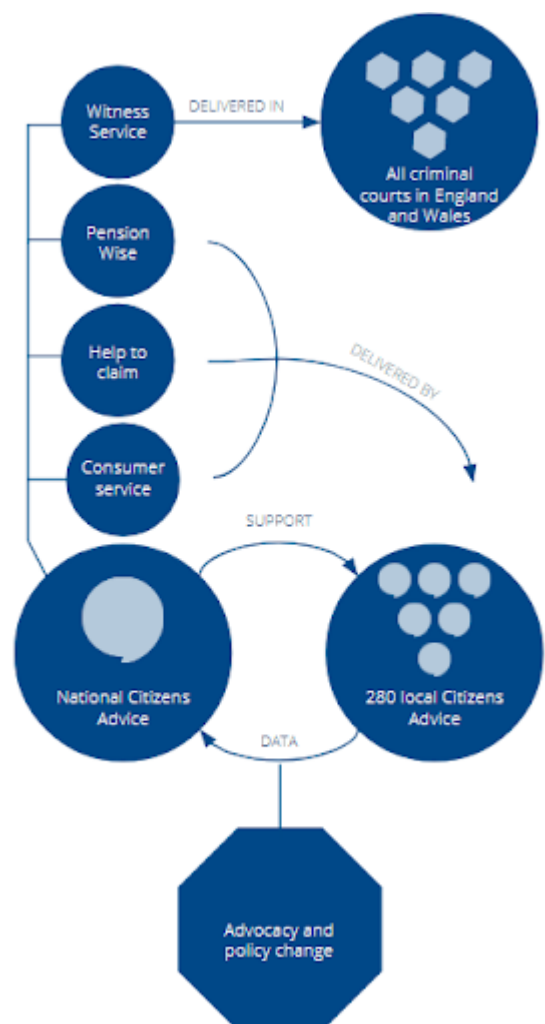
The Citizens Advice network delivers services from:

- Over 600 local Citizens Advice outlets
- Over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- Over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



The role and our team

The role you're applying for is: **Project Manager**

The role will report to our Operations Manager and Head of Energy Partnerships.

You can find out more about us via:

- The [Citizens Advice 1066 website](#)
- The [national Citizens Advice website](#) and the Citizens Advice [Campaigning site](#).

The application process

1. Download the application pack (this document) and application form from the Citizens Advice 1066 website
2. Complete the application form in full, and submit it by email to recruitment@citizensadvice1066.co.uk in time for the closing date.
3. We will invite applicants who meet the required standard for an in-person interview at our office in St Leonards.
4. Applicants will be notified of the outcome of their application.

Closing date	31 st October 2025 <i>Please note: Applications may close earlier if a suitable candidate is found, so please apply as soon as possible to avoid disappointment.</i>
Interview dates	Throughout October

The Role

Role	Project Manager
Salary	???
Hours	15 to 30 per week, flexible – subject to discussion and spread over at least 3 weekdays.
Location	CA1066 office in St Leonards-on-Sea, occasional home working by agreement with line manager
Reporting to	Operations Manager and Head of Energy Partnerships
Directly responsible for	Advisors and administration staff working on relevant projects
Indirectly responsible for	Volunteers working on advice projects
Contract type	Permanent

General introduction

The objects of Citizens Advice 1066 are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Hastings, Rother and surrounding areas.

To deliver these objects Citizens Advice 1066 provides a range of advice services across Hastings, Rother and East Sussex through a range of advice channels.

Role purpose:

To manage delivery of Advice Projects primarily, but not exclusively, in the energy service.

Job responsibilities:

For the projects being managed:

- Ensure that all processes, IT systems and regular meetings required for effective delivery are in place.
- Set up and run regular reporting of project data for funders, monitoring progress in relation to targets to identify problems early and address them as they arise, escalating to senior management when required.

- Schedule client calls and home visits for energy advisors, in consultation with advice supervisors.
- Monitor advisor performance, in terms of client satisfaction and adherence to procedures developed for the projects, providing guidance and training to advisors when necessary.
- Work with advice supervisors to develop templates and scripts for advisors to use, and to ensure that advice is meeting required quality standards.
- Prepare case studies and presentations on projects as and when required, including delivery of presentations to audiences online and in-person.
- Carry out other project-related tasks as required.
- Ensure that projects are delivered in line with the ethos of CA1066 and its business plan.

At CA1066, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racial minority communities.

Role Profile

Main responsibilities	Key Tasks	Time %
Manage project staff and activities	• Arrange and attend regular meetings for the management of projects as required; • Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best; • Ensure the effective performance management and development of project staff through regular supervision sessions, the appraisal process and identified training opportunities to ensure that standards meet Citizens Advice requirements; • Plan and allocate work for project staff, monitor achievement of deadlines and support staff as appropriate; • Identify and implement own training and development needs;	35%
Manage delivery of projects	• Assist in the development, monitoring and implementation of processes, procedures and systems to ensure that projects are delivered effectively, including: • triage of clients into appropriate advice services • scheduling home visits for energy advice • tracking progress against targets • generating reports for funders; • Work with advice supervisors to ensure that appropriate systems are developed and maintained for case recording, statistics, follow-up work and quality control within all areas of project-based advice. This includes development of templates and scripts for advisors, to ensure that quality is maintained and funder requirements satisfied; • Manage and monitor complaints, escalating to Operations Manager as required.	50%
Manage spending and resources	• Monitor project budgets for expenses and energy efficiency measures, and including analysis, reporting and action on variances; • Track stocks of energy efficiency measures, working with administration team to arrange purchases as required; • Undertake due diligence of contractors engaged to provide energy efficiency measures. • Working with the Operations Manager and Head of Energy Partnerships, monitor performance against project targets and deliverables, including performance of any sub-contracting partners;	5%
Relationship management	• Prepare accurate and timely reports and case studies as required for project funders and partners. • Join Head of Energy Partnerships at relevant external meetings, and stand in for them in such meetings when required. • Build relationships with external stakeholders e.g. referral partners, funders and contractors.	5%
Other duties	• Undertake such other duties and tasks delegated to the post; • Promote the aims, policies, and membership requirements of the Citizens Advice service; • Comply with all published CA1066 policies and procedures, including health and safety guidelines, and share responsibility for own safety	5%

	and that of colleagues and that of colleagues.	
<i>Please note that this job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist an individual in the performance of the role and is not included to be an inflexible list of tasks.</i> <i>The Citizens Advice Service is a fast-moving organisation and therefore an employee’s duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</i>		

Person Specification

The Project Manager must have commitment to CA 1066 objects, support its ethos and have the following skills, knowledge and experience:

1. Proven ability to manage people, including ability to develop and motivate staff;
2. Proven ability to plan and manage complex client-focused projects, including developing and implementing processes, scheduling appointments and taking account of geographical and other factors to maximise efficiency;
3. Demonstrable ability to gather, organise and analyse data, producing and presenting clear reports verbally and in writing;
4. Experience of working with, developing and maintaining effective relationships with external partner organisations;
5. Demonstrable ability to communicate effectively verbally and in writing;
6. Demonstrable ability to organise and prioritise own work and the work of others, and take decisions in the day to day running of a project;
7. Ability to organise workflows and to operate without close supervision;
8. Highly skilled in the use of IT systems and software to manage project delivery, in particular use of Microsoft Excel, Teams, Outlook and SharePoint;
9. Demonstrable knowledge and understanding of the needs of people from diverse social/cultural and racial backgrounds and with a wide range of abilities;
10. Evidence of commitment to continuing professional development and learning;
11. Demonstrate a commitment to the charitable objectives and values of Citizens Advice 1066.

Desirable: UK driving license and access to a vehicle, preferred but not essential.

Key Competencies

- Planning and Organising
- Problem-solving and Decision-making
- Effective use of IT systems
- Meeting Customers' Needs
- Working Well Together
- Managing and Developing People
- Innovative and Adaptable to Change
- Understanding the Business and its Environment

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A 37 hour (full time) working week, with a Time Off In Lieu (TOIL) system
- 20 days holiday entitlement (in addition to bank holidays), pro-rata for part time
- 3% employer contribution pension scheme
- Access to a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year
- Central locations in Bexhill and St Leonards, with good access to public transport.
- Opportunities to engage in both personal and professional development

Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.

Additional information

Please see the [CA1066 website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

Guidance Notes for Applicants

Our recruitment process is competency-based. The purpose is to assess how closely your skills and experience, including voluntary and wider life experience, relate directly to the skill areas set out in the Admin Officer person specification. The person specification is included in the job description. For each bullet point we are looking for evidence that you meet it through experience or that it would be a logical next step on what you have achieved previously. The best applications will give examples of what you have done rather than respond on an abstract or theoretical basis. The key competencies list shows the broad areas which apply to this role. There is no need to write examples against the points in this list. We will use your responses to the person specification to inform our assessment against the competencies.

We wish you every success in your application, and thank you for taking the time to consider joining us.