



**Chief Executive Officer
Information Pack**

**advice
——space**

support & guidance

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Introduction

Dear Candidate

Advice Space has come a long way since it rebranded in 2018. It still retains the values and ethos of the Citizens Advice movement from which it emerged, but with a modernised structure, and an even greater emphasis on the quality of the services it provides. At the heart of these improvements is a focus on the development of the staff and volunteers who deliver the positive impact on the community that is its mission.

We are proud of the trust placed in us by our partners who help us increase our impact every year, reaching more people with a wide range of increasingly important advice and referral services. Last year we dealt with 90,000 enquiries and helped people claim £10.5m in previously unclaimed entitlements. With our focus on sustainability, we ended the year with nearly £600k in unrestricted reserves.

We are now looking for an inspiring leader to head up the development and implementation of the organisation's long term strategy aimed at delivering and growing a first class advice service and information network to Belfast and beyond.

You will be joining a highly effective team of 25 staff and many more volunteers, supported and guided by a committed board of trustee directors, to manage innovation in service delivery, income generation and organisational development.

We are working with our partners Engage on this search and selection, and they will be happy to field any initial queries you might have about the role.

If you have the skills and experience to lead a multi-disciplinary team, are strategically minded, adept at relationship-building, and if you share our passion for making a difference to our community, we very much look forward to hearing from you.

Andrew McCartan

Chair

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Who we are

The name Advice Space has been around for five years, but our ethos and values are still based on our fifty-year legacy as part of the Citizens Advice movement. Our focus is about helping people – no matter who they are – to exercise their rights and obtain fair treatment under the law.

Advice Space grew out of 'Citizens Advice Belfast' in 2018, taking the opportunity to rebrand and grow following the closure of Northern Ireland's regional support body for CABx. Since then, as part of the Advice NI family, it has evolved into a real success story for the community it serves in Belfast and beyond, with 25 staff and a turnover of more than £1.1m and largely unrestricted reserves of nearly £600k.

Ultimately, the purposes of the charity are to promote any charitable purpose for the benefit of the community in Northern Ireland by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

We provide our services through six different offices around Belfast. In our most recent reported year, we fulfilled our purpose by providing those services to people who collectively raised 89,374 queries that they needed help with. Through our interventions, we were able to help clients claim more than £10.5m in previously unclaimed entitlements.



Belfast
City Council



Belfast Health and
Social Care Trust



Department for
Communities
www.communities-ni.gov.uk



Finally, Advice Space believes partnership working is essential in delivering effective services to people when they most need it. We currently provide solutions for Pension Wise, Macmillan Cancer Support and Belfast Health and Social Care Trust. We partner with Chest Heart and Stroke providing an e-referral advice service to their users. We deliver for Cystic Fibrosis, Positive Life and Cedar. Further, we are supported by Belfast City Council and the Department for Communities in delivering advice services to the citizens of Belfast.

What we do

Advice Space offers free and up-to-date factual advice to anyone who needs it. We give people the knowledge to help them fight their corner and move a difficult situation forward or act on their behalf if it helps.

If clients need help with a debt problem or a social security tribunal, we put them in touch with our specialist advisors.

Clients get help through face to face appointments at any of our six offices and outreach sessions, or they can opt to receive help by telephone, text or email. We work closely with our partners to further deliver online digital triage and appointment services.



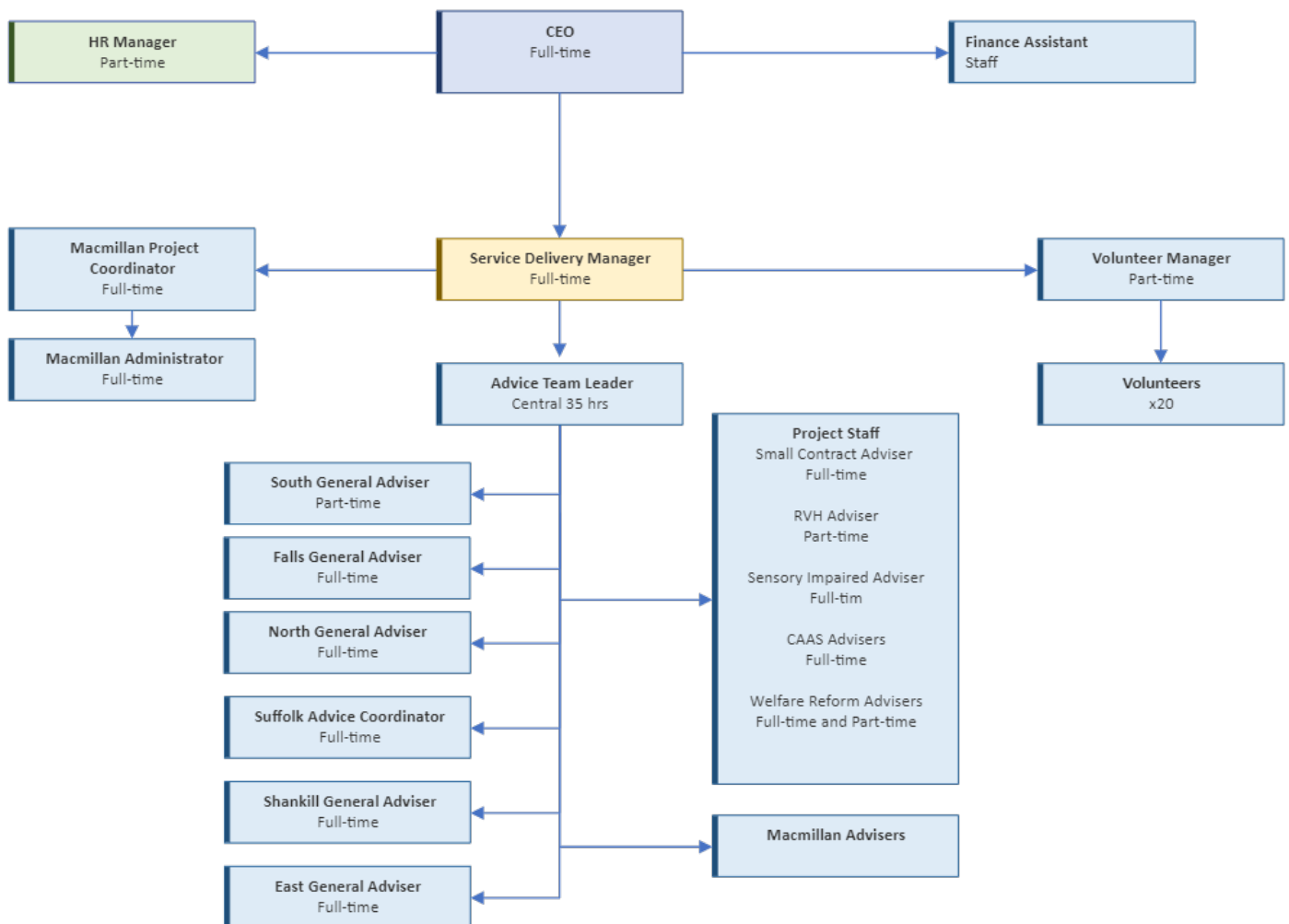
To maintain the quality of the services we provide year after year, we invest in the best training we can for our staff and our volunteers.

Benefits advice is the key plank of our service provision. Every year we help thousands of people navigate the complex benefits system to ensure they get all the financial and other support to which they are entitled.

We also help with a range of other subjects including through the provision of employment advice. We remain the go-to organisation in the community for people with debt and money issues, and with our partners can secure assistance on housing, immigration and health matters.

Our frontline experience and expertise also equips us to help influence policy and contribute to campaigns aimed at improving the quality of life for our community.

How we're organised



Strategy

Aims

We provide free advice to people with problems and we listen to what stakeholders say when things don't work. We speak up to improve policies and practices that affect people's lives by challenging decision-makers.

Principles

Our advice is free, independent, confidential and impartial. We help people get access to the information they need to fight their own corner and, where appropriate, act on their behalf.

Mission

Through service excellence, we exist to create positive impacts for individuals and communities, by providing clarity and focusing on solutions to the issues affecting them.

Objectives

Our current 2022-2024 objectives are centred on:

- Increasing the brand awareness of Advice Space
- Be pioneering in the sector
- Be financially independent/self-sustaining
- Be the employer of choice and the place to volunteer in the advice sector
- Continue to work in partnership and increase our customer base



Financials

Below is a summary of our most recently published income and expenditure and balance sheet statements, including our £584k in unrestricted reserves. You can click on the links below to see our most recent three years' annual accounts.

		Unrestricted funds	2022 Restricted funds	Total funds	2021 Total funds
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	–	–	–	1,115
Charitable activities	6	196,149	940,521	1,136,670	1,034,750
Other trading activities	7	8,103	–	8,103	9,682
Investment income	8	940	–	940	746
Total income		205,192	940,521	1,145,713	1,046,293
Expenditure					
Expenditure on charitable activities	9	50,397	896,041	946,438	1,052,705
Total expenditure		50,397	896,041	946,438	1,052,705
Net income/(expenditure)		154,795	44,480	199,275	(6,412)
Transfers between funds		19,950	(19,950)	–	–
Net movement in funds		174,745	24,530	199,275	(6,412)
Reconciliation of funds					
Total funds brought forward		409,712	–	409,712	416,124
Total funds carried forward		584,457	24,530	608,987	409,712
	Note		2022 £	2021 £	
Fixed assets					
Tangible fixed assets	15		90,607	99,185	
Current assets					
Debtors	16		61,861	54,474	
Cash at bank and in hand			481,999	356,842	
			543,860	411,316	
Creditors: amounts falling due within one year	17		(25,480)	(100,789)	
Net current assets			518,380	310,527	
Total assets less current liabilities			608,987	409,712	
Net assets			608,987	409,712	
Funds of the charity					
Restricted funds			24,530	–	
Unrestricted funds			584,457	409,712	
Total charity funds	20		608,987	409,712	

[Annual Accounts March 2022](#)

[Annual Accounts March 2021](#)

[Annual Accounts March 2020](#)

Meet the Board



Andrew McCartan
Chair

Andrew is Assistant Principal at the Department of Social Protection. As Chair, he supports Advice Space through a framework of strong governance, informed decision making and robust financial oversight.



Rhyannon Blythe
Trustee Director

Rhyannon is the Director of Legal at the NI Human Rights Commission. She is passionate about empowering people to exercise their rights and is strongly committed to assisting Advice Space in developing its influence.



Ian Davison
Trustee Director

Ian is an Insolvency Practitioner at Keenan CF. He is dedicated to ensuring the Trustee Board deliver a strategy of sound organisational, operational and financial practices.

Advice Space is currently actively recruiting new, additional members to the Board to enhance its collective skill-set.



Job Description

Job Title	Chief Executive Officer
Reporting to	Chair of the Board of Trustees
Direct reports	HR Manager; Service Delivery Manager; Finance Service
Location	Belfast
Hours	35 hours per week
Salary Package	£55,000 negotiable subject to experience; 3% employer pension contribution; Assured Health Benefit scheme; 4x DIS benefit
Leave	25 days annual leave plus 13 statutory days
Duration	Permanent full time, with six-month probationary period

Job Purpose

The postholder will:

1. Lead, manage and motivate a strong and highly effective team of staff and volunteers to deliver the Advice Space aims, principles and values.
2. Safeguard Advice Space by ensuring effective management of finance and people, with rigid adherence to good governance and compliance for all legislative and regulatory protocols.
3. Lead the development and implementation of the Advice Space long term strategy by: brand promotion; influencing; collaborating; and engaging with relevant partner organisations to deliver and grow a first class advice service and information network to Belfast and beyond.
4. Deliver innovative social enterprise, income generation and organisation development strategies to ensure Advice Space has long-term viability.

Key Areas of Responsibility

Planning and development

- Develop, manage, review and deliver on Advice Space's business plan.
- Consistently develop and achieve innovative and realistic income generation, fundraising and business development initiatives.
- Develop IT and other resource needs and strategies within Advice Space guidelines.
- Manage the development of services to clients, ensuring it reflects and supports the Advice Space equality and diversity policies and procedures.

Financial stewardship and management

- Ensure all finances are properly administered and monitored, and that reports are timely and accurate and are regularly issued to the Trustee Board.
- Oversee the correct preparation of accounts and financial statements in liaison with the Honorary Treasurer and Auditors.
- Ensure that all financial reporting obligations are met in relation to submissions for funding, grant aid, contracts and any other initiatives.
- Act as cheque signatory and authorise expenditure up to agreed limits.
- Ensure control and safeguarding of Advice Space assets and resources, ensuring compliance with Advice Space best practice procedures, policies and protocols.
- Ensure that financial management, risk management, insurance, health and safety, data protection and all policies and processes are effective and compliant with all accounting, employment and charity law legislation at all times.

People leadership and management

- Ensure a positive and compliant working environment in which equality, diversity and dignity at work are understood and upheld.
- Demonstrate sound judgement and leadership skills required to successfully lead a team of staff and volunteers.
- Motivate and challenge all staff and volunteers to always improve and develop, undertaking effective performance management of team, ensuring all staff and volunteers have job descriptions, objectives, appraisals and development plans.
- Ensure that appropriate and effective internal communication systems are in place.
- Work effectively with staff and/or union representatives to further Advice Space's principles and aims.
- Ensure all employment policies and procedures are adhered to and are reviewed regularly in line with legislation and Advice Space procedures.

Service delivery

- Maintain awareness of the operating environment e.g. legislative development, social trends and local needs likely to affect demand for advice and opportunities for service development.
- Ensure that appropriate systems are developed and implemented for new methods, data protection, quality, risk and compliance and service delivery.

- Initiate, plan and implement change and improvement in services and systems to meet customer needs.
- Build effective and successful partnerships with Belfast City Council and other funding sources on future service delivery initiatives and developments
- Identify and develop Advice Space's potential business models that could present funding opportunities to contribute to a sustainable service delivery model, ensuring alignment with the aims of the organisation.
- Negotiate and review all grants and service agreements.
- Constantly review and monitor performance, taking immediate action when required.

Programme & Project Management

- Contribute to the development and progression of business cases for programmes and projects within the organisation.
- Support the delivery of projects.
- Evaluate the success of projects.

Supporting the Trustee Board

- Advise and inform the Trustee Board on financial, managerial, staffing and service delivery issues.
- Report to the Trustee Board on progress against agreed objectives.
- Prepare and draft Grant/Funding Applications for consideration by the Trustee Board.
- Arrange the Annual General Meeting and any Special General Meetings including the preparation of the Annual Report.
- Oversee the arrangement and servicing of meetings of the Trustee Board and any sub-committees and provide appropriate advice and information to members.

Public relations and social policy

- Promote and protect the aims, principles, policies, interests and reputation of the Advice Space service and ensure that the organisation has a high profile at all times.
- Develop and oversee appropriate publicity through effective use of social media and relations with the press and other community organisations.
- Develop effective relations with Belfast City Council, other appropriate authorities, agencies, organisations and individuals at local and national levels, including Councillors, MLAs, MPs, and local and national statutory and non-statutory organisations.
- Liaise with Advice NI and contribute to its work where appropriate.
- Lead on the formulation and implementation of policy.

Other duties and responsibilities

- Ensure that Health and Safety policies and procedures for staff, premises and equipment are agreed, maintained and compliant, taking reasonable care for the health and safety of self, employees, volunteers, the public and others who may be affected whilst in Advice Space premises.
- Establish, maintain and review administrative systems to ensure clients' needs are met and deliver a compliant and effective operation.
- Promote the aims, principles, policies, interests and well-being of Advice Space and protect its integrity and reputation.

- At all times operate to high standards of ethical and professional conduct and act as an exemplary Advice Space ambassador at all times.
- Undertake such other duties and tasks as may lie within the scope of this post to ensure the good management of the service.



Person Specification

Essential Criteria

- At least five years' experience of managing resources and leading multi-disciplinary teams.
- Experience of successfully tendering for contracts.
- Experience in developing and delivery of a strategy for an organisation or function.
- Experience of generating income for an organisation through public funding and social enterprise.
- Experience in delivery of good governance and compliance within a regulated framework.
- Experience of working with or in the Third Sector.
- Strong influencing, negotiation and relationship-building skills.

Desirable Criteria

- Experience in managing multiple projects through to a timely delivery.
- Experience of the formulation and implementation of policy.
- Understanding of marketing and brand promotion and the mechanisms involved.
- Setting, forecasting and delivery of budgets.
- Working in partnership in delivering services with other stakeholders such as local government, community groups and other charities.
- Innovation and growth in service delivery.
- Track record of efficient use of resources to achieve organisational goals.
- Evidence of successful implementation of change management.

How to apply

Please forward a CV, **maximum three A4 sides**, together with a completed **Supplementary Questions form** available from www.engageexec.co.uk, ensuring you have included mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with from the recruitment timetable. You will also be asked to submit a separate **equality form** (see below).

The deadline is **Noon on Friday 31 March 2023**. Applications should be made by email to: patrick@co3.org.uk

Contact Patrick Minne on 07792 509003 if you have any queries about the role or the application process.

Equality Monitoring and Criminal Convictions Disclosure

Along with the CV and Form, you will be asked to complete and return the Equal Opportunities Monitoring and Criminal Convictions Disclosure Form in a separate document. Neither of these will be disclosed to anyone involved in shortlisting your application.

Disability

In accordance with the Disability Discrimination Act a person is disabled if they have, or have had, "a physical or mental impairment which has, or has had, a substantial and long term adverse effect on your ability to carry out normal day to day activities".

If you consider yourself to have a disability relevant to the position for which you are applying, please contact Patrick Minne so that we can process your application fairly, make any specific arrangements for your interview, and make any necessary reasonable adjustments or adaptations, or provide any aids to assist you in completing the duties of the post if appointed.

Equal Opportunities

Advice Space is an Equal Opportunities Employer and all applications for employment are considered strictly on the basis of merit.

Timeline

CV, Supplementary Questions and
Equality Monitoring and Criminal
Convictions forms to be submitted

Noon, Friday 31 March 2023

First Interviews

Thursday 6 April 2023

Second Interviews (may include a seen
or unseen task)

Thursday 13 April 2023

Final Interviews

Friday 21 April 2023





Please address any enquiries relating to the advertised position, and your submission, to Advice Space's recruitment partners:

Patrick Minne



Tel: 07792 509003
Email: patrick@co3.org.uk

Enquiries unrelated to this recruitment can be addressed to:

Advice Space
Merrion Business Centre
58 Howard Street
Belfast, BT1 6PJ

Tel: 0300 1233 233
Web: www.advicespace.me

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