



Advice Services Manager October 2026

Job pack

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

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice nationally and in Bristol
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, please contact:

sarah.telford@citizensadvicebristol.org.uk

How to apply

Please [read our Guidance notes for applicants](#) before filling in your application.

Once you are ready to apply [please fill in and return your fully completed application form](#) **by 5pm on 23rd October 2026** to:

vacancies@citizensadvicebristol.org.uk

Key aspects of the role

We are seeking an experienced Advice Services Manager who is committed to delivering an effective advice service to people who need it most. As a key member of the management team, you will work closely with the CEO, Core Service Manager and Supervisors to ensure consistent service and project delivery and strengthen the resilience of our operational leadership.

You will have overall responsibility for the management of our Macmillan Money and More service, Money Advice and Pension Service, Immigration Service and portfolio of dedicated outreach projects. You will lead the design and delivery of Citizens Advice Bristol's operating framework, building on our experience and learning to respond to client needs and emerging demands. You will lead service improvements and changes, contribute to strategic and operational plans, and support the development of new services and funding streams.

A key focus of the role will be embedding, delivering and developing a stable operating model that gives all clients access to first-contact advice, with clear pathways into ongoing casework where needed. You will work closely with delivery partners, the Lead Organisation project team, operational managers and other stakeholders, including across our regional services.

You will bring a passion for high-quality client services, in line with National Quality Standards, and a commitment to supporting teams to achieve good outcomes. You will thrive in a busy environment and bring a positive, practical approach to the work.

Our values

We're inventive. We're not afraid of trying new things and we 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.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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 Bristol works

We are an independent local charity that provides free impartial confidential advice, information and support to anyone in Bristol and we provide access to justice for all. We are a member of National Citizens Advice. We dealt with over 29,000 issues in the 2025/26 financial year.

We provide free confidential advice online, over the phone and in-person. We give people the knowledge and confidence they need to find their way forward, whoever they are, whatever their problem. Our services range from information through to fully supported casework.

We cover all subject areas with a focus on welfare rights, debt, housing and employment and immigration. We deliver targeted services to particularly disadvantaged groups and in the most deprived areas. We use evidence from our clients to raise awareness about the issues that adversely affect people's lives. To find out more about us:

- Take a [look at our about us information on our website](#)
- Take a look at the [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

We deliver advice and support to thousands of people every year. We do this by providing the following services, delivered between volunteers and paid staff.



Adviceline – freephone telephone advice service providing first response.



In-person Advice – face-to-face advice delivered at a variety of locations



Email advice – ensures that people who cannot call or visit receive the same quality of advice.



Outreach Services- we deliver from various locations in the city, including Foodbanks, Southmead Hospital, Welcoming Spaces and Bristol ReStart.



Equality, Diversity and Inclusion – We apply core values of dignity, respect, equality and non-discrimination, based on our common humanity. We seek to foster empowerment and participation at all levels.



Research & Campaign work – we collect evidence of the issues facing our clients and groups within the community, and we use this evidence to challenge unfairness and influence decision makers at local, regional and national level.



Dedicated Projects - As well as our open access service, which anyone can access about any issue, we also work in partnership with local and national partners to deliver a number of additional specialist funded services. These are primarily delivered by paid staff, and are listed below:

East Bristol and North Bristol Foodbanks: support to people who need foodbank help including budgeting, debt, and exploring other charitable support.

Macmillan Benefits Advice Service: provides benefit advice and Macmillan grant applications to people affected by cancer.

Multiple Sclerosis Access-to-Advice: provides advice and information on any subject to those affected by MS.

Money and Pension Service (MaPS) funded debt advice: providing holistic debt advice and income maximisation.

Cost of Living project: delivered in the city's Welcoming Spaces, this service provides information to those affected by the cost of living crisis.



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice, the national charity, and a network of 270 independent local Citizens Advice organisations across England and Wales.

The network of independent local charities delivers advice and support through:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GP surgeries and other community locations, including hospitals and prisons.

Together, the local Citizens Advice network has:

- 6,500 local staff
- more than 23,000 trained volunteers.

The reach of the Citizens Advice network means that 99% of people in England and Wales can access a local Citizens Advice service within a 30-minute drive of where they live



The role

The role you're applying for is: **Advice Services Manager**

Location 48 Fairfax Street, Bristol BS1 3BL
with some Hybrid working possible

Reporting to Chief Executive Officer

Responsible for Line management of Project Managers and Project staff

Salary £38,000 - £40,000 (depending on experience)

FTE Full time (35hrs per week, working hours 9-5 (Monday - Friday))

Contract term Permanent



Role profile

Key Responsibilities	Key elements & tasks
Service planning and operational delivery	Support the design, development and delivery of services so they respond to client needs and provide a consistent experience
	Coordinate operational procedures, workflows, referral routes and documentation across the services in scope
	Establish and maintain standard operating procedures for first-contact advice, benefit checks, case escalation and referral pathways

	Support strategic and operational plans, service improvements, and the development of sustainable services and funding opportunities
	Embed, deliver and develop the operating model so clients receive first-contact advice, with clear pathways into ongoing casework where needed, working closely with delivery partners and the Lead Organisation project team
	Work with the Office Manager and Digital and Data Manager on systems, IT access, venues and administrative processes
	Advise the CEO and management colleagues on service delivery, staffing, capacity and operational risks.
Project delivery and team support	Support project delivery plans, milestones and key performance indicators with project leads and teams
	Provide oversight and practical support to supervisors, project managers and coordinators so teams can deliver agreed services and targets
	Review progress across assigned services and projects, identify barriers, and recommend improvement or remedial action
	Oversee the Money Advice and Pension Service (MaPS), Macmillan, Immigration and outreach teams, ensuring effective service delivery, performance monitoring and compliance with contractual and funder requirements. Liaise with National Citizens Advice on MaPS KPI progress and reporting, with Macmillan on service performance and funder reporting, and with the relevant funder for the Immigration Service on performance, quality, cost and reporting requirements
	Support project inception and coordination with funders and partners

	Support each service and project team to achieve agreed targets, identify areas for improvement, recommend remedial action, and provide support and supervision to Supervisors, Project Managers and Coordinators.
Project performance and quality	Monitor agreed outputs, outcomes and key performance indicators, including time to first contact, first-contact resolution rates, case volumes and caseloads. Identify backlogs, delays or inconsistent delivery early, and raise risks promptly
	Produce or coordinate regular performance dashboards and reports with the Digital and Data Manager
	Provide performance information and reports to funders and relevant senior leaders in line with agreed reporting requirements
	Review case-recording quality and compliance with applicable AQS, funder and organisational requirements
	Maintain and develop consistent standards of service delivery and advice quality across funded services and projects
	Contribute to improvement plans, operational guidance, policy updates, and more efficient workflows and digital tools
	Take corrective action to stabilise service delivery within delegated authority, and escalate material risks or delivery issues to the CEO.
Staff and volunteer management	Manage the performance and development of Project Managers and Project staff, and support Supervisors and Coordinators through supervision, learning and development
	Plan and allocate work, monitor deadlines and capacity, and ensure services and projects are adequately staffed and resourced to meet service commitments

	Promote good teamwork and clear communication across staff and volunteers
	Support recruitment, induction, training and development in liaison with relevant colleagues
	Identify training needs and remedial issues from supervision, quality reviews and performance information, and ensure follow-up
	Develop the Workforce Development Plan with the Core Service Manager, using appraisal, quality and management information to identify staff and volunteer training needs
	Keep up to date with legislation, policies and procedures, and complete required training, including annual GDPR training
	Promote an inclusive working environment where equality and diversity are valued and dignity at work is upheld.
Stakeholders, partnerships and campaigns	Build and maintain effective relationships with statutory and voluntary organisations, local Citizens Advice services, commissioners, funders and other partners
	Attend meetings with partners, commissioners and funders as required; provide project updates and service insight where appropriate
	Coordinate with Operational Managers and the Lead Organisation Project Team
	Provide regular updates to the programme leadership board and facilitate communication across the delivery sites
	Represent Citizens Advice Bristol at relevant coordination groups, including the Cost of Living Coordination Group if required
	Encourage staff and volunteers to contribute client evidence to relevant local and national research and campaigns

	Promote relevant local and national campaigns and encourage staff and volunteers to engage with Research and Campaigns.
Other duties and responsibilities	Promote the aims and principles of Citizens Advice and follow organisational policies and procedures
	Follow health and safety guidance and share responsibility for the safety of colleagues
	Carry out other tasks within the scope of the role that support effective service delivery and development.



Person specification

You will be enthusiastic, self-motivated and used to collaborative working and supporting vulnerable people. You will have the communication skills to empower and engage clients, and the skills to be an effective Advice Services Manager. Above all, you share our passion for helping to improve people's lives.

Essential knowledge, experience and abilities:

- Operational experience of advice service delivery, including the design, development, implementation or improvement of services
- Ability to communicate effectively verbally and in writing, and to use IT systems to support service delivery and reporting
- Ability to lead and manage staff and volunteers, including supporting their recruitment, development and performance
- Ability to create an inclusive working environment where equality and diversity are valued and dignity at work is upheld
- Customer focused with experience of working in a front line service
- Strong understanding of advice services, welfare benefits, financial wellbeing or similar client-facing environments
- Ability to analyse complex information, assess performance and present clear findings
- Strong planning, prioritisation and workload-management skills, with the ability to meet competing deadlines
- Awareness of relevant legislative developments, social trends and local needs that may affect demand for advice and service development
- Experience working across multiple sites or teams
- Previous experience of improving processes, implementing change and driving consistency
- Strong organisational and problem-solving skills

- Commitment to the aims and principles of Citizens Advice, with an understanding of issues affecting clients and the service.
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Desirable knowledge, experience and abilities:

- Completion of relevant Citizens Advice training, or the ability to quickly complete this
- Experience within Citizens Advice or the wider advice sector
- Experience with case management systems (e.g. Casebook)
- Experience introducing new ways of working or service models



What we give our staff

We provide a range of colleague benefits from flexible working to wellbeing support and prioritising learning and development.

You can [read all our colleagues' benefits in this google document.](#)

1. ANNUAL/TOTAL LEAVE

Employees are entitled to 5 weeks' paid annual leave in each leave year (rising to 5.6 weeks with length of service) plus statutory holidays, pro-rata for part-time staff. In addition you will normally also get the working days between Christmas and New Year (usually 3 days).

2. PENSION SCHEME

Citizens Advice Bristol provides an employee pension scheme with a 5% employer contribution. Further details of this scheme will be provided to the successful applicant at offer.

3. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check. However, a criminal record will not necessarily be a bar to your being able to take up the job.

4. EQUALITY AND DIVERSITY

Citizens Advice Bristol recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We are fully committed to stand up and speak up for those who face inequality and disadvantage.

It's important to us that our team reflects the rich diversity of the communities that we serve. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of: age; sex; gender reassignment; marriage or civil partnership; pregnancy or maternity leave; disability; race including colour, nationality, ethnic or national origin; religion or belief; sexual orientation; educational background; employment status; working pattern; trade union membership; or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

5. DIGNITY AT WORK

Citizens Advice Bristol is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

6. PROBATIONARY POLICY

New appointments are subject to a six month probationary period. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice Bristol's discretion, an extension of the probationary period.

7. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice Bristol staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

8.FLEXIBILITY

Our roles are open to discussion about flexible working.