



# Pride in Place: Manager

## Job Description

**Location:** Address TBC but initially Citizens Advice North Lancashire,  
Oban House, 87-89 Queen Street, Morecambe, LA4 5EN  
Out in the community

1. **Reporting to:** CEO
2. **Reporting to the Manager:**
  - Operations Co-ordinator
  - Research, Community Engagement & Communications Specialist
3. **Main Purpose of the Job:**
  - a. To be the figurehead of the Pride in Place project overseeing all activity, and lead the executive function as a whole
  - b. To become a trusted face of the Pride in Place project, using initiative and showing confidence, whether dealing with the public, staff, Board, or any other stakeholder
  - c. Work together with colleagues and stakeholders to co-produce ideas that enhance the impact of the project as it develops
  - d. To understand the current situation in the West End of Morecambe, fostering community attachment and aiming to build a stronger community that empowers residents to engage

**Note:** Employment is with Citizens Advice North Lancashire but day to day activities and tasks are Pride in Place branded and run. You will not be working as a Citizens Advice adviser at any time.

### Main Duties & Responsibilities

The following will be managed and monitored using Specific, Measurable, Achievable, Realistic, Timed SMART objectives, mutually agreed with line manager based on strategic and operational plan of the Neighbourhood Board.

### **Oversight and Direction**

- You will manage and oversee the Pride in Place project in its entirety based on direction from the Board, working with colleagues to develop and fine tune internal operations, community engagement, vision implementation, processes and procedures, and compliance
- You will work closely with the Board to implement their vision, carefully planning and executing project milestones in line with decisions made
- Work autonomously but with regard for deadlines, reports, events and panel meetings
- Create, oversee and aid in the implementation of a Communications Strategy that meets the needs of the public, the Board and any invested stakeholders
- You will oversee the planning and running of community engagement meetings, ensuring seamless communications and good use of time
- You will facilitate meetings of, and support the members within the Expert and Community Voice panels

### **Relationships**

- You will line manage the Operations Controller and Research, Community Engagement & Communications Specialist ensuring they are carrying out their roles effectively and efficiently
- Build relationships with key stakeholders ensuring their objectives are at the forefront of any developmental work
- You will be a recognised face within the project and will spend time with current and potential stakeholders in a way that works for them, gaining an continual and increasing understanding of the West End of Morecambe and its community needs

### **Compliance & Reporting**

- Be ultimately responsible for the development of systems, policies and procedures including but not limited to GDPR, Safeguarding, EDI, and Cyber Security. You will

ensure that all staff are compliant with these policies and that training is completed annually

- You will oversee the deployment of monetary grants and capital costs as directed by the Board, ensuring financial procedures are followed
- Ensure reporting deadlines are met, whether this be to the Board, Lancaster City Council or MCHLG

### **Training & Development**

- Identify and implement your own training and development needs
- Keep up to date with legislation and policies and procedures relating to specified areas, ensuring staff are upskilled as necessary
- Prepare for and attend supervisions, team meetings, and Board meetings as appropriate

### **Other Duties & Responsibilities**

- Be prepared for pre-agreed out of hours working to attend community events and presentations etc. Flexibility to accommodate community engagement is required as part of the role
- Ensure compliance with Equality and Diversity policies for both Citizens Advice and Pride in Place
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by Health and Safety guidelines and share responsibility for own safety and that of colleagues and volunteers

**Note:** *This job description does not constitute a 'term and condition of employment' and does not form part of the employment contract. It is provided only as a guide to assist the employee in the performance of their job. It is not intended to be an inflexible list of tasks and may be varied from time to time, in line with business objectives and service needs, after consultation and discussion with the post holder, in accordance with current policy and practice.*