

North Tyneside Citizens Advice

Chief Executive

Do you enjoy helping people? Do you want to be part of a service that makes an impact on people's lives? We are a respected independent charity that supports thousands of clients every year. We are a busy, client focused service with a track record of delivering high quality advice. We are looking to recruit a motivated and enthusiastic Chief Executive with experience of advice work and project management. To lead our well-established advice teams providing an England-wide telephone and digital debt advice service to clients struggling with debts and a busy local generalist telephone service. The service is free to clients and offers a full range of support from information through advice and casework support.

Salary: £65,000 per annum

Benefits

- Workplace pension scheme
- Up to 29 days paid holiday per year, dependant on length of service plus bank holidays.
- Paid Birthday leave after one years' service.
- Work that makes a positive impact
- Friendly supportive working environment

Requirements

- A thorough understanding of advice work and the wider advice sector
- A track record of project management, delivering target outcomes, consistently at scale.
- Experience of working to deadlines in a fast-paced environment
- Strong communication skills
- Leadership of large team
- Ability to work independently without close supervision and collaboratively as part of a team.
- A high level of accuracy and attention to detail.
- Understanding of modern technologies
- A commitment and understanding of the services aim, principles, and equal opportunities policies.

North Tyneside Citizens Advice are an equal opportunities employer and are committed to promoting a diverse and inclusive workforce. Applications are welcomed and encouraged from all individuals who believe they fit the essential requirements of the job by reference to the person specification and job description.

To apply download an application form from our website at <https://www.ntcab.org.uk/vacancies/>

Send completed application to chair@ntcab.org.uk Please note we do not accept CV's.

When you apply, we collect your personal information through your application form, interview or references so we can process your application.

Please click <https://www.ntcab.org.uk/privacy-policy/> to read our full privacy policy and to better understand why we ask for certain information, how we use it and how we store it.

Hours: 37 hours Monday to Friday Hybrid Working by arrangement

Location: North Shields office

Closing date: Friday, 8th April 2025 @ 5pm. Interviews 14/4/25 PM.