

**Advice Session Supervisor**

Job pack

Thanks for your interest in working at Citizens Advice. 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
* The role profile and personal specification
* What we give our staff

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| **Want to chat about this role?**If you want to chat about the role further, you can contact us by emailing surreyrecruitmentCA@gmail.com |

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| https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE **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. |
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| https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP | **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. |

  **Overview of Citizens Advice**

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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.This role sits our network of independent charities, delivering services from* over 600 local Citizens Advice outlets
* over 1,800 community centres, GPs’ surgeries and prisons

They do this with:  * 6,500 local staff
* over 23,000 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. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

We help thousands of people every year with issues including housing, debt, benefits, and employment. Our services are funded by local and national contracts and project grants, and we work with a range of stakeholders including local authorities, and community partners. We provide both generalist advice services, as well as specialist projects such as Housing Court Desk, Social Prescribing, Domestic Abuse Services, and Macmillan.

Governed by boards of trustees, we have a highly skilled workforce to support the organisation, including paid staff and volunteers. Our generalist advice service is generally provided by volunteers who carry out reception, advice and research and campaign roles and are managed and supported by paid staff. Our specialist projects are generally delivered by paid advisers and caseworkers.

Whilst Surrey is often considered to be an affluent area with high levels of employment and rates of home ownership, there are significant pockets of deprivation across the county and our priority is to support the most vulnerable in our community. Benefits continue to be the one of the biggest issues clients seek support with, alongside support with housing, employment and debt issues.

  **The role**

**2 full time or 4 part time roles available**

**£24,500 - £27,000 FTE**

**Permanent**

**Working across 2-3 sites in Guildford, Surrey Heath, Woking or Elmbridge**

We are seeking someone who is passionate about giving an effective service to those most in need and who is not afraid to drive change and improvement. You will need to demonstrate that you are a strong team player, with an eye for detail, and have great people skills. You will thrive in a busy environment and have a positive ‘can do’ attitude.

You’ll have excellent communication skills and the ability to supervise, motivate and manage people. You will complement this with strong IT skills.

**The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under represented in our workforce**

  **Role profile**

**Supervising**

1. Manage the practicalities of the advice session and ensure adequate staffing and resource.
2. Keep advice knowledge up to date and provide appropriate level of support and supervision to individual volunteers depending on their level of competence.
3. Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
4. Undertake quality assurance including case checking and giving constructive feedback to volunteers with a view to maintaining their motivation, allowing them to develop their skills and achieve our quality objectives.
5. Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team-work and clear lines of communication.
6. Create a positive working environment in which equality and diversity are well- managed, dignity at work is upheld and volunteers are motivated to do their best.
7. Take lead responsibility for other key areas of the service as agreed with managers.

**Research and Campaigns**

1. Keep up to date with research and campaigns issues.
2. Promote research and campaigns activity to the volunteer team.

**Learning and development**

1. Identify learning and development needs of the volunteer team. Contribute to the organisation’s learning and development plan.
2. Organise internal and external learning and development activities to ensure competence and continuing development of the volunteer team.
3. Carry out supervision of the volunteer team through regular feedback, ones to one and annual appraisals.
4. Participate in the recruitment & selection process of new volunteers. Support new volunteers through induction and training to achieve competence.

**Professional development**

1. Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training.
2. Attend relevant internal and external meetings as agreed with the Advice Services Manager.
3. Prepare for and attend supervision sessions/team meetings/staff meetings/board meetings as appropriate.

**Other duties and responsibilities**

1. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service.
2. Demonstrate commitment to the aims and policies of Citizens Advice.
3. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

  **Person specification**

1. Recent experience of advice work.
2. Experience of supervising staff and volunteer advice workers to achieve required standards.
3. Ability to motivate volunteers including giving and receiving feedback objectively and sensitively
4. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
5. Ability to communicate effectively both orally and in writing.
6. Understanding of the issues involved in interviewing clients.
7. Experience of working to prescribed quality standards.
8. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment.
9. A flexible approach and the ability and willingness to work as part of a team.
10. Ability to monitor and maintain recording systems and procedures, using IT as appropriate
11. The ability to work flexibly at different locations and with different teams of staff and volunteers
12. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.
13. Understanding of, and ability to undertake research and campaigning

work.

**Desirable**

* Citizens Advice Session Supervisor experience
* Appreciation of the local community and social challenges in the area

In accordance with Citizens Advice national policy we may arrange for the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.