



Training and Services Manager

Role Description and Person Specification Job Pack

Thank you for your interest in working at Citizens Advice West Suffolk. This job pack should give you everything you need to know to apply for this role. If you would like any further information please contact us on carol.eagles@swcab.org.uk

Closing date: 12 noon, Thursday 22nd December 2022

Interviews: Monday 9th January 2023

Start date: ASAP

Application forms can be obtained from the website <https://suffolkwestcab.org.uk/> or by emailing finance@swcab.org.uk . Applications must be submitted by email and no CVs will be accepted.

Citizens Advice West Suffolk

Citizens Advice West Suffolk provides free, independent, confidential and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are part of Citizens Advice although we are an entirely independent company limited by guarantee and a charity in our own right. Our Citizens Advice membership agreement provides our information system, quarterly audits in finance and quality of advice and annual organisational audits, HR and insurance support as well as management support.

The Role

Role purpose: We are looking for a full time experienced Advice Session Supervisor or Generalist Adviser to take on this exciting role. You will be responsible for delivering the generalist advice service with a team of paid staff and volunteers as well as the training of staff and volunteers.

Context of role: Based at our Bury St Edmunds office with a requirement to travel to other locations as required, and reporting to the Operations Manager.

Terms and conditions

Hours: 37 hours a week

Salary: £29,000 per annum

Employment Status: Permanent after a six months' probation period

Base: Bury St Edmunds office

Pension: Eligible employees 3% employer and 5% employee contribution into a workplace pension scheme with NEST.

Contractual Sick Pay: 4 weeks full pay and 4 weeks half pay on a rolling 12 month basis, after completion of the six months' probation period.

Annual Leave: 5.6 weeks to include bank holidays

Role Description

Service Delivery

- Oversee and support the delivery of the generalist advice service
- Maintain and develop standards of service delivery and monitor the quality of advice delivered to clients
- Manage data breaches and complaints in conjunction with the Operations Manager
- Provide technical support, act as a consultant and supervise the work of designated staff and volunteers to ensure that standards meet Citizens Advice guidelines. Advise Operations Manager on all staffing and service delivery issues
- Support the strategic development of the organisation to ensure its management and services to clients reflect and support Citizens Advice's equality and diversity strategy
- Coordinate activities, procedures and systems to promote common policies and/or practices within the generalist advice service delivery area

Training Activity

- Lead the recruitment, selection, training and retention of volunteers
- Write and maintain the annual training plan for staff and volunteers
- Deliver training programmes and sessions to new and existing staff and volunteers
- Carry out matrix case checking of new trainee adviser case records for a risk-assessed period after they join the rota
- Ensure staff, volunteers and trustees keep their mandatory training up to date with the support of the Operations Manager
- In conjunction with the Operations Manager, liaise with external training providers and negotiate the provision of appropriate additional training.

- Liaise with the extended management team on the provision and timing of external training courses.
- Keep up to date with policies and procedures and undertake appropriate training.

Staff and Volunteer Management

- Ensure the effective performance management and development of staff and volunteers through regular supervision sessions, appraisals and learning and development.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff and volunteers can do their best.
- Plan and allocate work, monitor achievement of deadlines and support people as appropriate.
- Ensure that the service area is adequately staffed and resourced, encourage good teamwork and lines of communication between all members of staff and volunteers.

Learning & Development

- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.

Research and Campaigns

- Assist with research and campaigns work by providing information and supporting volunteers and staff as required

Professional development

- Prepare for and attend volunteer, paid staff and trustee meetings as appropriate.
- Assist with service initiatives for the improvement of services.

Other duties and responsibilities

- Promote the aims, policies, and membership requirements of the Citizens Advice service.
- 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.
- Maintain complaints procedures in accordance with Citizens Advice guidelines.
- Comply with GDPR and report any issues to the Operations Manager.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the LCA team.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.

Person Specification

Essential Criteria

1. The ability to commit to and work within the aims, principles and policies of Citizens Advice service.
2. Understanding of the voluntary sector and, in particular, knowledge of strategic and policy environment in which the advice sector operates.
3. Proven ability to manage people including the ability to recruit, train, develop and motivate staff and volunteers.
4. Proven ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
5. Ability to lead and contribute to a team, including the ability to prioritise work, identify and develop ideas and opportunities, delegate effectively, handle pressure, and take day-to-day decisions on the running of the organisation.
6. Ability to meet the organisation's competence requirements for an advice session supervisor and/or generalist.
7. Ability to drive and use of a car.

Desirable Criteria

8. Proven ability to devise and implement strategic development and resource plans, particularly in the area of service development, staff development and the management of change.
9. Experience of handling complaints, safeguarding issues and data breaches. Understanding of how to manage each situation effectively and sensitively.

In accordance with Citizens Advice national policy we may require 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.

Want to chat about this role?

If you want to chat about the role further, you can contact Carol Eagles, Chief Executive Officer by emailing carol.eagles@swcab.org.uk .