



# Advice Session Supervisor

## 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 and what it means to work at Citizens Advice.

## Citizens Advice West Suffolk

Citizens Advice West Suffolk provides free, independent, confidential, and impartial advice and information to everyone on their rights and responsibilities. In 2023/24 we helped 5,713 with 26,517 issues. We value diversity, promote equality and challenge discrimination.

Our involvement in the local community and the provision of accessible advice for local people are important to us. We have five offices across West Suffolk supporting the community of West Suffolk and the surrounding areas.

Whilst we are part of national Citizens Advice, Citizens Advice West Suffolk is an independent charity and company limited by guarantee.



## The role

We are looking for a trained Adviser or an experienced Advice Session Supervisor to take on this exciting role supporting the volunteers who deliver the main advice service. You will work as part of a team with the other Advice Session Supervisors and Core Services and Training Manager. Full training and on-going support will be provided. You will report to the Core Services and Training Manager.

Applications will only be accepted via email to the Chief Executive Officer, Carol Eagles: carol.eagles@swcab.org.uk. No CVs will be accepted.

**Closing date:** 9am Tuesday 7<sup>th</sup> May 2024.

**Interviews:** Week commencing Monday 13<sup>th</sup> May 2024.

**Start date:** ASAP.



## Terms and conditions

**Hours:** 15 a week over two days (7.5 hrs) on a Tuesday and Wednesday.

**Salary:** Actual £10,302 to £11,372 per annum depending on experience.

**Employment Status:** Permanent after successful completion of the probation period.

**Base:** Bury St Edmunds, Suffolk.

**Pension:** Eligible employees will be enrolled into the workplace pension scheme with NEST - 3% employer and 5% employee contribution.

**Contractual Sick Pay:** 4 weeks full pay and 4 weeks half pay on a rolling 12-month basis, after completion of the 6-month probation period.

**Annual Leave:** 5.6 weeks to include bank holidays.



## Role profile

### Supervising

- Manage the practicalities of the advice session and ensure adequate staffing and resource.
- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.
- Complete case checking and Quality of Advice Assessments to meet the stipulated standards and service level agreement.
- 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.
- Contribute to the assessment activities and competence of designated volunteers via annual reflections and regular supervision sessions.
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated into the advice process.

## **Volunteer Management**

- Identify learning and development needs of volunteers and contribute to the organisation's learning and development plan.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.
- Attend regular internal meetings.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and volunteers perform optimally.
- Participate in the induction of new volunteers.

## **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.
- Comply with Data Protection and Safeguarding policies and report any issues to the Core Services and Training Manager.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.



# Person specification

## Essential Criteria

1. Minimum one year's experience as a Citizens Advice Adviser or in a relevant role.
2. Proven ability to manage and supervise others including ability to develop and motivate staff as well as give and receive feedback objectively and sensitively.
3. Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information.
4. Proven ability to monitor and maintain service delivery and check accuracy of benefit calculations.
5. Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – its application to providing advice and the supervision and development of staff.
6. Commitment to, and work within, the aims, principles, and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
7. Experience of planning and rearranging own work and work of others in a pressured environment.

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.