Advice Session Supervisor

Role Description and Person Specification

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 Annemarie Vis on finance@swcab.org.uk

Closing date: 9am Tuesday 4th November 2025
Interviews: Wednesday 12th November 2025
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.

Our involvement in the local community and the provision of free accessible advice for local people is important to us. Whilst we are part of national Citizens Advice, Citizens Advice West Suffolk is an independent charity.

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 the Core Services and Training Manager. Full training and on-going support will be provided. You will report to the Core Services and Training Manager.

Terms and conditions

Hours: 15 hours a week over two days (7.5 hrs) on a Monday and Friday.

Salary: £11,715 to £12,188 actual per annum depending on experience.

Employment Status: Permanent.

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 to include SSP: 4 weeks full pay and 4 weeks half pay on a rolling 12-month basis, after completion of a 6-month probation period.

Annual Leave: 5.6 weeks per annum pro rata to include bank holidays.

Job Description

Key work areas and tasks:

Supervising

- Manage the practicalities of the advice session and ensure adequate staffing and resource.
- Keep technical knowledge up to date and provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Complete case checking and Quality of Advice Assessments to ensure advice meets the required standards.
- 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.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to specified area and undertaking appropriate training.
- Prepare for and attend supervision sessions and team meetings.
- Assist with service initiatives for the improvement and promotion 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 and safeguarding procedures in accordance with Citizens Advice guidelines.
- Comply with Data Protection legislation and report any issues to the Chief Operating Officer.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the Local Citizens Advice team.

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.

We are a staunch supporter of equity, diversity and inclusive practices. We encourage applications from those with Lived Experience.