

Advice Session Supervisor

Job pack

Thanks for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of the Citizens Advice service
* The role profile and person specification
* Our approach to equality and diversity

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|  **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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|  | **3 things you should know about us** |

**1.** Bridport and District Citizens advice is an independent local charity. We are members of the National Citizens Advice Service and part of the consortium of Dorset Citizens Advice offices.**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 the Citizens Advice service**

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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.Bridport and District is a local Citizens Advice office covering an extensive area of West Dorset which includes 3 towns (Bridport, Beaminster and Lyme Regis) and 24 outlying parishes and parish groups. We are an independent charity distinct from National Citizens Advice. We serve a population of 37,000 people and help over 3500 clients a year with benefits, debt, housing, employment and other enquiries. We are supported by a small paid staff team and around 60 volunteers. We offer specialist services in benefits, including appeal tribunal representation, and debt advice. We work in close partnership with the other Citizens Advice in Dorset (CAiD) including jointly staffing the Dorset Adviceline telephone service.  |  |

 **The role**

You will be a highly motivated, strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity; have good numeracy and effective oral and written communication skills.

The role will include:

* Providing support and supervision to volunteer advisers carrying out initial client assessments and generalist advice across the main enquiry areas and all enquiry channels (e.g. face to face, phone and digital)
* Ensuring the quality of advice delivered by volunteers and staff is of a high standard
* Providing feedback to advisers and identifying training needs where appropriate
* Some direct advice provision to clients when required
* Encouraging advisers to engage and support with our research and campaign work and other projects in order to meet our objectives
* Carry out any other duties and admin tasks compatible with the role

We will support you with training and development to meet role competencies where appropriate.

 **Role profile**

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|  **Job Title:** |  **Advice Session Supervisor**  |
|  **Reporting to:** |  **Advice Service Manager Bridport and District Citizens Advice** |
|  **Salary:** |  **£25,419 - £26,975 (gross FTE, pay band subject to experience)** |
|  **Hours of work** | **18.75** |
|  **Location:** | **Bridport office** Some flexibility around location of work may be required, such as home working, but it is expected that you will be within a reasonable commutable distance of the advertised role location and the post will be office based.**Travel:** occasionaltravel across Dorset Council area will be requiredto facilitateworking with other local Citizens Advice offices and partners in the Dorset Council area.  |
|  **Role purpose:** | To provide supervisory support to ensure the efficient functioning of the advice sessions across the various locations and channels including telephone, face to face and email advice. To ensure that advice given is accurate and appropriate to the client needs. |
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|  **Training** | Attend learning events and carry out learning activities in line with Continuing Professional Development requirements for the role.There is a requirement for continuous self-development.  |
| **Role Requirements****Role Requirements** | **Supervising*** Provide support and supervision for volunteers and staff within the advice session team

 * 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.
* 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.
* Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement.
* Undertake advice/casework on behalf of clients as required.
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|  | **Staff Management*** Identify learning and development needs of designated staff, contribute to the organisation’s learning and development plan by organising inclusive activities and or one-to-one sessions.
* Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication. Attend regular internal and external meetings.
* Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.
* Participate in the recruitment & selection process as well as induction of new staff
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| **Role Requirements** | **Learning Development** * Identify learning and development needs of designated staff and contribute to the organisation’s training plan.
* Contribute to internal and external learning and development activities to ensure the competence and continuing development of designated staff.
* Contribute and co-ordinate the assessment activities and competence of designated staff.
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|  | **Quality of Advice Audits*** Undertake file reviews and quality of advice audits to ensure compliance with relevant Citizens Advice membership and other regulatory bodies’ standards
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|  | **Networking*** Develop links with relevant statutory and non-statutory agencies relevant to the role.
* Use skills and competences to promote the organisation and foster good relationships with external organisations.
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 **Person specification**

1. Experience of supervising and monitoring advice work and/or experience of providing detailed advice/casework to the public in one or more of our core subject areas: benefits, employment, housing, debt and consumer.
2. Ability to communicate effectively verbally and in writing
3. Ability to analyse & interpret complex information and present this clearly to a range of different audiences.
4. Demonstrable understanding of the issues involved in interviewing clients.
5. An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of staff.
6. Commitment to, and ability to work within, the aims, principles and policies of the Citizens Advice service.
7. Demonstrate an understanding of the issues affecting society and the implications of this on the client and the service.
8. Ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
9. Good numeracy and ability to check accuracy of calculations.
10. Ability to use casework systems and procedures, IT systems and packages, electronic resources in the provision of advice.

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