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**Advice Session Supervisor**

Job pack

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

The application form and guidance notes are attached to this job pack.

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| **Want to chat about this role?**If you want to chat about the role further, you can contact Julie Frost, Advice Manager by emailing servicemanager@hartcab.cabnet.org.uk or calling 01252 878435 and leaving a message.**Applications due 10am on Friday 8January 2021.**  |

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|  **Our values****We’re inventive.** We’re not afraid of trying new things and learning 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. 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. |

**How Citizens Advice Hart works**

Citizens Advice Hart was founded in 1939 and is an independent local charity and limited company, located in community in both Fleet and Yateley.

We provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

We provide a generalist advice service which is open to the public for drop-in assessments and advice appointments at our office Monday to Thursday alongside our telephone and web chat advice. Our core funding is primarily provided by Hart District Borough Council and additional support from donations.

In addition to our core advice service, we run specialist projects.

* **The Macmillan project is funded** by Macmillan and provides welfare benefit advice to people in Hampshire who are affected by cancer and is a largely telephone-based service.
* **The Homelessness Prevention Project -** funded by Hart District Council to provide money advice to help people stay in their accommodation, thereby preventing homelessness.

### **Joining Forces for Families (JFFF),** funded by the Armed Forces Covenant and delivered in partnership by Citizens Advice Hart, Rushmoor Citizens Advice and Portsmouth Citizens Advice and covers North East Hampshire and Portsmouth and other south coast areas such as Gosport Fareham and Havant. It aims to help serving personnel and their families with issues that are particularly impacted by military life such as financial management and debt, family

Governed by a board of 7 trustees, we have a highly skilled workforce to support the organisation. This includes 12 paid staff (**7.4 FTE**) and 35 volunteers. Our generalist advice service is provided by volunteers who carry out reception, advice and admin roles and are managed by paid staff. The specialist projects are delivered by paid caseworkers.

Hart is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough and our priority is to support the most vulnerable in our community.

Covid-19 has been a particular challenge for the organisation this year and as a result we have moved our primarily face to face service to a remote service. Going forward we will be retaining both service models and prioritise face to face work for our most vulnerable and digitally excluded residents.

 **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. |  |

 **The role**

Led by the Advice Service Manager and working with other Advice Session Supervisors you will be responsible for day to day supervision and development of the core advice team of staff and volunteers to deliver a high quality, confidential, independent and impartial advice service using all channels to help clients.

We are looking for a team player with a ‘can do’ attitude to join us in this role. Reporting to the Advice Services Manager you will be a key member of the Advice Services Team. You will manage the day to day supervision and development of our team of paid staff and volunteers using all channels to help clients to ensure that we meet quality advice standards.

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

This role is 22.5 hours a week to be worked within our core hours of Monday to Thursday, flexibility of days may be available.

Ideally we would like the candidate to live in Hampshire although we are looking for the right candidate and welcome applicants from across the UK who have remote working experience.

 **Job Description**

**Working closely with the Advice Service Manager and Advice Session Supervisor/s**

**Supervising**

1. Manage the practicalities of the advice session and ensure adequate staffing and resources.
2. Keep advice knowledge up to date and provide appropriate levels of support and supervision to individual volunteers and paid staff 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 key areas of the service as agreed with the Advice Services Manager.

**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.
2. Contribute to the organisation’s learning and development plan.
3. Organise internal and external learning and development activities to ensure competence and continuing development of the volunteer team.
4. Carry out supervision of the volunteer team through regular feedback, one to ones and annual appraisals.
5. Participate in the recruitment & selection process of new volunteers.
6. 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 your own safety and that of colleagues.

 **Person specification**

**Essential**

1. A ‘can do’ attitude and collaborative approach to working with staff and volunteers.
2. Ability to manage and supervise others including ability to develop and motivate volunteers as well as ability to give and receive feedback objectively and sensitively.
3. Ability to communicate effectively verbally and in writing.
4. Ability to conduct research and analyse and interpret complex information to produce and present reports clearly.
5. An understanding of the issues involved in interviewing clients.
6. An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of volunteers.
7. Ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics.
8. Ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice.
9. Ability to work on your own initiative and monitor and maintain your own standards of work.
10. Ability to maintain confidentiality and an understanding of its importance to the role.
11. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
12. A commitment to work within the aims, principles and policies of the Citizens Advice service.
13. Experience working within Citizens Advice.

**Desirable**

1. Experience of supervising advice work.

  **Terms and conditions**

**22.5 hours a week -** **£24,500 - £26,000 FTE** (£14,700 - £15,600 pro rata) depending on experience

* This is initially a fixed term contract of 18 months with an extension subject to funding.
* Hours - 22.5 hours a week To be worked within our core hours of Monday to Thursday, *(flexible to be negotiated)* 37.5 hours is a FTE working week 0900-1700 with 30 minute break
* 33 days holiday including bank holidays (pro rata for part time employees)
* 5% employer pension contribution to People’s Pension personal pension scheme- with 2% minimum employee contribution

**The role is a remote supervision role and if desired could remain so once Covid-19 restrictions no longer apply.**

 **What we give our staff**

One of our key strategic objectives is to ‘Make Us a Great Place to Work and Volunteer’.

We provide an Employee Assistance Programme for all paid staff including a confidential helpline, counselling and other benefits.

We prioritise learning and development to both fulfil individual potential and to meet our strategic plan objectives. We also foster a supportive team approach reflected in our behaviours to each other including well-being and dignity at work.

Our Trustee board ensures that our workplace is a healthy and safe one and reviews policies to ensure they are fit for purpose and available to all.

We conduct an annual people survey which gives us feedback about how we can improve our support to those who work and volunteer for us and we hold regular team meetings to improve communication and teamwork.

 **Applying for the role**

If you are interested in applying for the role of Advice Session Supervisor please complete the application form and email your application to Julie Frost, Advice Service Manager at servicemanager@hartcab.cabnet.org.uk by **10am** **Friday 8 January 2021**. Interviews are scheduled for **later in the week commencing Monday 11 January 2021**.