



Advice Session Supervisor - Training Lead

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
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Samantha Mabbott, Chief Officer by telephoning Mb 07771 848697 or emailing chiefofficer@hartcab.cabnet.org.uk



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.



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.

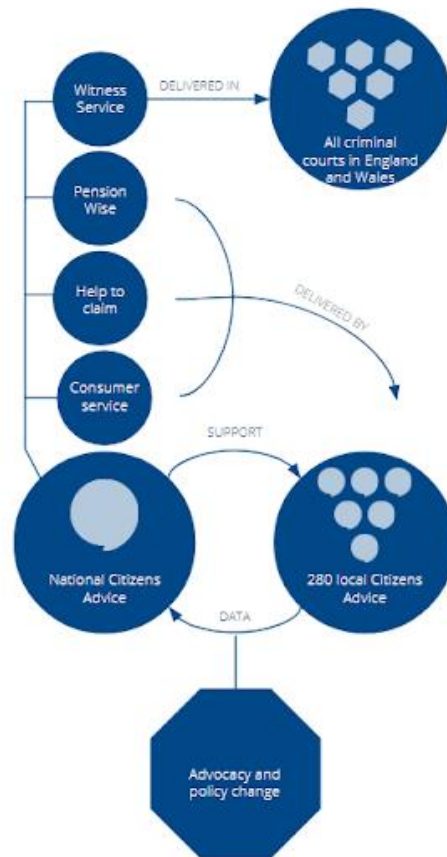
About Citizens Advice Hart

Citizens Advice Hart is a charity and part of the national [Citizens Advice network](#), made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

Citizens Advice Hart provides a free, independent impartial and confidential advice service to over 3,300 people each year. We help our clients find a way forward with a range of problems including accessing welfare benefits, managing debt, resolving employment, consumer, family relationship and housing issues. We operate from offices in Fleet and Yateley (North East Hampshire) and at outreach locations across Hart District local authority.

Our service is currently delivered by around 40 volunteers and a number of part time staff. Our advice facing roles operate across different channels such as face to face appointments, webchat, email, telephone and video calls to ensure we are accessible to our clients.

We run several projects including a service to support armed forces families, for those affected by cancer, to help those facing debt and at risk of eviction, those facing difficulty with fuel debt and those applying for Universal Credit through the Help to Claim program. We are ambitious to develop new services to support the more vulnerable members of our district.





The role

Advice Session Supervisor - Training Lead

Led by the Advice Service Manager and working with another Advice Session Supervisor you will be responsible for the 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. Ensuring that the advice meets quality standards you will take the lead on creating a new, structured and supportive approach to our training and development of our current advice team and new recruits.



Role profile

Supervising

Working closely with the Advice Service Manager and Advice Session Supervisor

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Keep technical knowledge up to date and provide appropriate levels 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.
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

Staff Management

Working closely with the Advice Service Manager and Advice Session Supervisor

- 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 teamwork 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

Learning, Development & Training

Working closely with the Advice Service Manager as the training lead

- Identify learning and development needs of designated staff and contribute to the organisation's plan.
- Facilitate inclusive groups and/or one to one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.
- Contribute and coordinate the assessment activities and competence of designated staff.

Networking

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competencies to promote the organisation and foster good relationships with external organisations.



Person specification

Essential Criteria

1. Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.
2. 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.
3. Commit 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.
4. Proven ability to manage/supervise others including the ability to train, develop and motivate staff as well as the ability to give and receive feedback objectively and sensitively.
5. Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check the accuracy of calculations.
6. Proven 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 and the preparations of reports and submission.

Desirable Criteria

Ideally, you will have worked with Citizens Advice or a similar organisation. You will hold a Generalist Advice Certificate with Supervisory qualifications and if you are now working in a different but associated sector your previous learning will still count and refresher training can be provided.

It is important to us that you are customer-focused, have a keen interest in improving services for the local community and that you support Citizens Advice values.

In accordance with Citizens Advice national policy, we will 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.



Terms and conditions

The terms are:

- Permanent role.
- Hours- 22.5 hours a week (0900-1700 3 days a week), worked over 3 days, with some flexibility + the option for additional approved hours for training new recruits.
- Pay – FTE £26,000 - £27,000 (pro-rata £15,600 - £16,200)

Our standard terms and conditions include:

- 37.5 hours is an FTE working week 0900-1700 with a 30-minute break.
- 33 days holiday including bank holidays (holiday year runs January – December)
- 5% employer pension contribution to People's Pension personal pension scheme- with 3% minimum employee contribution



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.