



# 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:

- The role profile and personal specification
- Terms and conditions
- What we give our staff
- Overview of Citizens Advice and Citizens Advice Hart

## Want to chat about this role?

If you want to chat about the role further, you can contact us by emailing [people@citizensadvicehart.org.uk](mailto:people@citizensadvicehart.org.uk)



## 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.



## Job Description

## **Working closely with the Advice Service Manager and Advice Session Supervisors**

1. Manage the practicalities of the advice session and ensure adequate staffing and resources.
2. Keep advice knowledge up to date across all key areas (benefits, debt, housing, employment, family etc.) 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 independent file reviews, giving constructive feedback with a view to maintaining team and individual-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 the team 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 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 team.
4. Carry out supervision through regular feedback, one to ones and annual appraisals.
5. Participate in the recruitment & selection process of new volunteers.
6. Support new team members through induction and training to achieve competence.

## Professional development

1. Keep up to date with legislation, policies and procedures and undertake all appropriate training as required for the role.
2. Attend relevant internal and external meetings as agreed with the Advice Services Manager.
3. Prepare for and attend supervision sessions, team meetings and staff 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. Able to manage and supervise others including the ability to develop and motivate, as well as 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, supervision and team development.
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, packages and electronic resources in the provision of advice.

9. Able 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.

## **Desirable**

1. Experience working within Citizens Advice.
2. Experience of supervising advice work.
3. Knowledge and/or experience giving advice in one or more of our main enquiry areas (benefits, debt, housing, employment, family)



# **Terms and conditions**

The terms are:

- Permanent contract
- 30 hours a week (negotiable depending on experience)
- Fleet Office based (may be required on occasion to cover outreach sessions across Hart District)
- Pay – Annual FTE £29,000 - £31,000 depending on experience

Our standard terms and conditions include:

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

We provide

- IT equipment and reasonable adjustments
- Free parking
- Tea, coffee and biscuits
- Social events
- A warm and friendly team

## What we give our staff

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. We provide a confidential counselling helpline.

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.

## Citizens Advice Hart Aims

### **Vision:**

Finding a Way Forward

### **Statement of Purpose:**

To ensure that all individuals within our community are heard and understood, whatever challenges they are facing, guiding them with care to confidently find a way forward.

### **About Citizens Advice Hart**

Citizens Advice Hart is an independent charity and a member of the national [Citizens Advice network](#).

Citizens Advice Hart provides a free, independent impartial and confidential advice service to around 4,000 people each year. We help our clients find a way forward with a range of problems including accessing benefits, managing debt, resolving employment,

consumer, family relationship and housing issues. We operate from an office in Fleet (North East Hampshire), remotely and at outreach locations across Hart District. Our service is run by around 40 volunteers and 16 part time staff. Our advice facing roles operate across different channels such as face to face appointments, webchat, email and telephone as this makes our service far more accessible to our clients. We run several projects and services including supporting people leaving hospital - Home & Well, Advice First Aid to upskill community staff and volunteers, Foodbank, Outreach, Financial Resilience and Digital Exclusion. We are forward thinking and ambitious to develop new services to support the people who need us most.