



Advice Session Supervisor Job pack

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

Want to chat about this role?

If you have any questions about this role, or would like the job pack in a different format, please email admin@cawinchesterdistrict.org.uk with your contact details.



Our values (the principles that underpin our work) are:

1. In a changing world, we're adaptable, flexible, and continually developing
2. We're passionate about improving people's lives, and having the biggest impact we can
3. We put the people we help first – our clients are at the heart of everything we do
4. We're professional and strive for excellence
5. We're inclusive and accessible
6. We're supportive, empathetic and respectful - we never judge
7. We're encouraging, friendly and work as a team
8. We empower others – giving them the skills, knowledge and confidence to improve their lives



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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

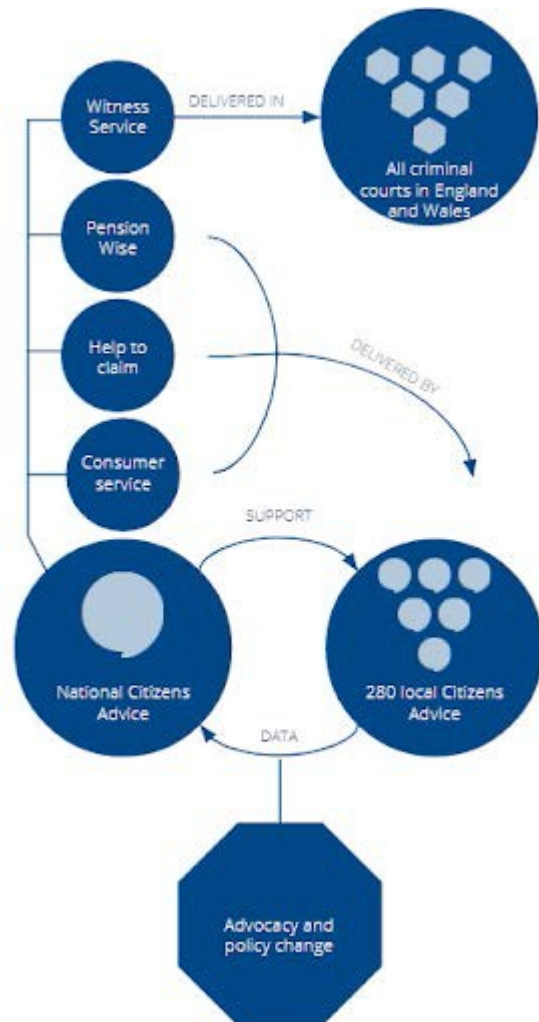
This role sits in our network of independent charities, delivering services from

- 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

JOB TITLE:	Advice Session Supervisor
SALARY:	£25,144 to £28,665 pro rata, depending on experience
HOURS:	Two to three days (15 – 22.5 hours) per week, to include Tuesday and Wednesday
LOCATION:	The role will be based in our Wickham office on Tuesday and Wednesday; the additional day could be based in our Winchester office or home-based after initial training. There will be the occasional need to travel to locations across Winchester District
TYPE:	Permanent
REPORTING TO:	Ally Chatterley, Operations & Training Manager
DBS:	This role will be subject to a basic Disclosure and Barring Service (DBS) check
CLOSING DATE:	Monday 5 February 2024 at 10am (we reserve the right to close vacancies early, we therefore recommend you apply as soon as possible).

Citizens Advice Winchester District (CAWD) is a thriving, independent local charity, and a high-performing member of the Citizens Advice network. At CAWD people come to us for support on a wide range of issues, but they have one thing in common: they need help, often urgently. Our advice changes peoples' lives, supporting them through difficult and challenging times. We deliver free, independent advice on a range of topics via our telephone, email, webchat and face to face services. Our core service relies on volunteers who expertly support the bulk of our clients. We also deliver specialist services and projects.

This is an exciting opportunity to join our dedicated Advice Session Supervisor team to provide support and supervision to our fantastic volunteer advice team. Previous supervision experience is desirable but not essential, as full training can be provided – this role would suit an existing Supervisor or an Adviser/Caseworker looking to take the next step in their career.

We are also currently recruiting for a part-time Deputy Operations Manager – these two positions could be combined into one full-time position. If you're interested in applying for the combined role, please submit an application form from the Deputy Operations Manager job pack and let us know when you send it to us that you're looking for a full-time role.



Role profile

Supervising

- 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.
- Monitor and review the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

People Management

- Identify learning and development needs of designated advisers; contribute to the organisation's learning and development plan.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff/volunteers perform optimally.
- Line manage designated team members.

Project Management

Manage projects and provide strategic support to the service in a range of areas, including (but not limited to):

- Innovation and development of new services
- Communications
- Fundraising
- Administration
- Research and campaigns
- Attending internal and external meetings to represent CAWD as required

Learning, Development & Training

- Contribute to internal and external learning and development activities to ensure the competence and continuing development of the advice team.
- Contribute to the development and review of the organisation's training plan.

Networking

- Develop links with relevant statutory and non-statutory agencies.
- Promote the organisation externally and foster good relationships with external organisations.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service, including equal opportunities policies.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Be aware of the office procedures for dealing with actual and potential discrimination issues.
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Person specification

Essential Criteria

- 1) Some (preferably recent) experience of advice delivery or similar type of role.
- 2) Strong interpersonal skills, including sensitive listening and questioning skills to understand the needs of others.
- 3) Strong problem-solving skills, with the ability to pro-actively plan next steps and set priorities.
- 4) Ability to give and receive feedback objectively and sensitively, and a willingness to challenge constructively
- 5) Highly effective written and oral communication skills, including the ability to explain complex information.

- 6) Competent in the use of IT, with the ability to independently use IT systems and packages, and electronic resources.
- 7) Ability to prioritise own (and others') workload, meet deadlines, monitor and maintain standards, and make decisions in the day-to-day running of a busy service
- 8) An understanding of the issues affecting society, in particular marginalised groups, and their implications for clients and service provision.

Desirable Criteria – bonus points if you meet these, but if you're interested in the role and meet all the essential criteria, we'd love to hear from you.

- 9) Recent experience of delivering generalist advice within a Citizens Advice setting
- 10) Recent experience of supervising within an advice service.
- 11) Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
- 12) 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.

Generic Role Requirements

Ensuring that work reflects and supports the Citizens Advice equality and diversity strategy.

Monitoring and evaluating activities appropriate to the role and contributing to service planning processes by providing regular reports and feedback on the areas of responsibility.

Attending regular meetings relevant to the role (staff, team, etc.).

Working cooperatively with colleagues and encouraging good teamwork, clear lines of communication and common practices within the team.

Abiding by health and safety guidelines and sharing responsibility for own health and safety and that of colleagues.

Identifying own learning and development needs and taking steps to address these.

Carrying out any other tasks within the scope of the post to ensure the effective delivery and development of the service.



What we give our staff

Citizens Advice Winchester District is a great place to work! If you join us you are guaranteed:

- Competitive rates of pay (within the charity sector)
- Excellent training opportunities.
- A fantastic opportunity to launch a career in the voluntary sector, developing a wealth of useful knowledge, skills and experience.
- Confidential Employee Assistance Programme.
- A company that is committed to its employees, valuing their knowledge, wellbeing, creativity and flexibility.
- The chance to work with amazing people within a nationally recognised charity.

At Citizens Advice Winchester District, we are committed to our team members' wellbeing. We aim to provide a supportive, flexible and rewarding environment, encouraging people to develop in their areas of interest to nurture a strong team culture.

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.

The closing date for applications is Wednesday 10th January 2024 at 10am, and interviews will take place during the following week.