



Citizens Advice Havant Advice Session Supervisor – Advert and Job pack

Job title: Advice Session Supervisor

Location: Havant, Hampshire

Due to the Covid-19 pandemic some flexibility around location of work may be required, such as some home working, but it is expected that you will be within a commutable distance of the advertised role location

Salary: up to £24,000 FTE

London allowance: No

Salary pro rata: No

Hours per week: 15.0 to 37.0

Contract: Permanent and fixed contract options

This is a rarely available opportunity to join our supervision team. Recent advice experience is required, ideally with supervisory and training skills, in a Citizens Advice setting or an equivalent service, along with excellent communications skills and a commitment to delivering a high quality service. Candidates with partial but relevant experience will be considered

Based on the Hampshire South Coast, Citizens Advice Havant provides a comprehensive advice service from its main office and outreaches. A new town centre 'help hub' has just been acquired and is currently being refurbished.

Citizens Advice Havant faces a growing demand for advice services; our community suffers with areas of high social deprivation and significant numbers of families and individuals are disadvantaged and need support on complex and/or multiple issues.

Our bespoke locally designed money skills project *Work Out Your Money*, set up in 2014, dovetails with our *Help to Claim* Universal Credit Support project.

Citizens Advice Havant is an ambitious and forward thinking organisation. We are looking for delivery focused professionals to manage and supervise day to day advice services at multiple locations. Specialist casework skills would be an advantage to assist in the delivery on a portfolio of projects.

For more information about working with Citizens Advice Havant and for an application form please visit the 'join us' section of our website:

<https://www.citizensadvicehavant.org>

Completed applications should be e-mailed to: recruit@cahavant.org.uk

Closing date for applications: 25 October 2020

Interview date: Week commencing 2 November 2020

Thanks for your interest in working within the Citizens Advice service. The above advert and following information should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

About Citizens Advice

- 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.
- We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.
- 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.
- 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 the role

Recent advice experience is required, ideally with supervisory and training skills, in a Citizens Advice setting or an equivalent service, along with excellent communications skills and a commitment to delivering a high quality service. Candidates with partial but relevant experience will be considered

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.

Role profile

Job title	Advice Session Supervisor
Reporting to	Service Delivery Manager
Contract	Permanent and fixed term contract options

Salary	Up to £24,000 FTE; depending on experience
Hours	Flexible, from 15 hours per week; part time/term time/full time/job share

Purpose of role

- To lead daily advice sessions, including managing the team rota and scheduling client appointments
- To supervise the team of volunteer advisers, reception and admin support, ensuring high quality service delivery and advice standards are maintained, including checking and feedback processes
- To supervise and support caseworkers on funded projects, again ensuring high quality service delivery and advice standards are maintained
- To design and deliver a training and development programme covering new recruits, refresher training for the volunteer team and CPD for the staff team

Main duties and responsibilities

Supervising advice sessions and casework

- Manage the advice sessions ensuring adequate staffing and resources
- Provide support and supervision to the team depending on levels of competence
- Ensure effective and efficient administration and IT systems are in place
- Monitor team work to ensure quality standards are met
- Developmental work with the team to ensure quality of advice for clients
- Keep advice and technical knowledge up to date and support advisers and caseworkers

Staff management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and team members can do their best
- Participate in the design and delivery of a training and development programme
- Assist with annual appraisals

General

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
- Ensure that work reflects Citizens Advice service's equality and diversity strategy

- Keep up to date with social policy issues and ensure social policy is promoted
- Develop and maintain effective IT, admin systems and records
- Participate in regular team and management meetings
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team
- Follow health and safety guidelines and share responsibility for own health and safety and that of colleagues
- Identify own learning and development needs and take steps to address these
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service

Person specification

1. Supervisory experience of advice work

- Commitment to the aims, principles and policies of the Citizens Advice service
- Competence in the provision of advice across the main Citizens Advice enquiry areas
- Ability to supervise and monitor advice work and to maintain casework systems and procedures
- Ability to develop individuals or groups by providing support, guidance, tutoring, training and development
- Understanding of equality and diversity and its application to the provision of advice and the supervision and development of staff
- Demonstrable understanding of the issues affecting society and their implications for clients and service provision
- Ability to think laterally on behalf of clients; to ensure that advice given reaches beyond the presenting problem when necessary

2. Ways of working

- Ability to plan, prioritise and organise own work
- Ability to work without immediate supervision, but recognise when to ask for support
- Ability to monitor and maintain service delivery recording systems and procedures
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment

3. Inter-personal skills

- Excellent inter-personal skills; giving support without undermining confidence

- Ability to communicate effectively both verbally and in writing with clients, colleagues, project funders, external bodies etc
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Good IT skills and the confidence to learn new IT skills quickly
- Exemplary attention to detail
- Confidence to liaise with external organisations
- A commitment to CPD

The successful applicant will be subject to DBS checks