

Supervisory Team Leads

Citizens Advice Havant

This is a rare opportunity to join our supervision team covering advice sessions, project funded casework and training

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, has just been refreshed with new funding from the National Lottery and dovetails with our recently commenced 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, with the potential to design and deliver a training and development programme alongside a supervisory role. Specialist casework skills would be an advantage to assist in the delivery on a portfolio of project

Contract terms:

- 15 to 37 hours per week
- Part time/term time/full time/job share
- Salary £20,000 to £24,000 FTE depending on experience
- Permanent and fixed contract options
- Flexibility offered for the right applicants

Application packs can be obtained via our website www.citizensadvicehavant.org or via email to recruit@cahavant.org.uk or by phone 02392 483516

Completed application forms to be returned via email to recruit@cahavant.org.uk or by post to the HR Manager, CAH, Leigh Park Community Centre, Dunsbury Way, Havant PO9 5BG.

Deadline for receipt of applications is 8 March 2019. Interviews to be held on 14 March 2019

Supervisory Team Leads, Citizens Advice Havant

Job Description and Person Specification

Role	Supervisory Team Leads
Employer	Citizens Advice Havant
Status	Permanent and fixed term contract options
Salary Scale	£20,000 to £24,000 FTE; depending on experience
Hours	Flexible, from 15 hours per week; part time/term time/full time/job share
Location	Based at Havant, Hampshire

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

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