



Central and East
Northamptonshire

Help To Claim Advice Session Supervisor (with phone calls/webchat element)

Job pack

Thanks for your interest in working at Citizens Advice Central and East Northamptonshire. 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 Central and East Northamptonshire
- 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 Dean Crofts by emailing dean.crofts@cencab.org.uk or calling 01604 235080 (223)

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.

How Central and East Northamptonshire Citizens Advice works

We help and provide advice for residents of Northampton, Wellingborough and East Northamptonshire.

We offer a multi-channel service with face to face, telephone and online facilities via web chat to allow clients to access the support in the way that is right for them.

We help people find a way forward

We can all face problems that seem complicated or intimidating. At Citizens Advice Central and East Northamptonshire, we believe no one should have to face these problems without good quality, independent advice.

We give advice to thousands of people every year

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

Last year, Citizens Advice Central and East Northamptonshire helped 7,453 people on 20,257 issues. We have gained over 5 million pounds of income for the area in 2020/21 by providing advice.

Our clients discuss Benefits, Debt, Housing, Money and Employment issues with us throughout the year.

We also give advice on consumer rights on our [consumer helpline](#), support witnesses in courts through the [Witness Service](#) and give [pension guidance](#) to people aged over 50 [if applicable].

We make a difference

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.

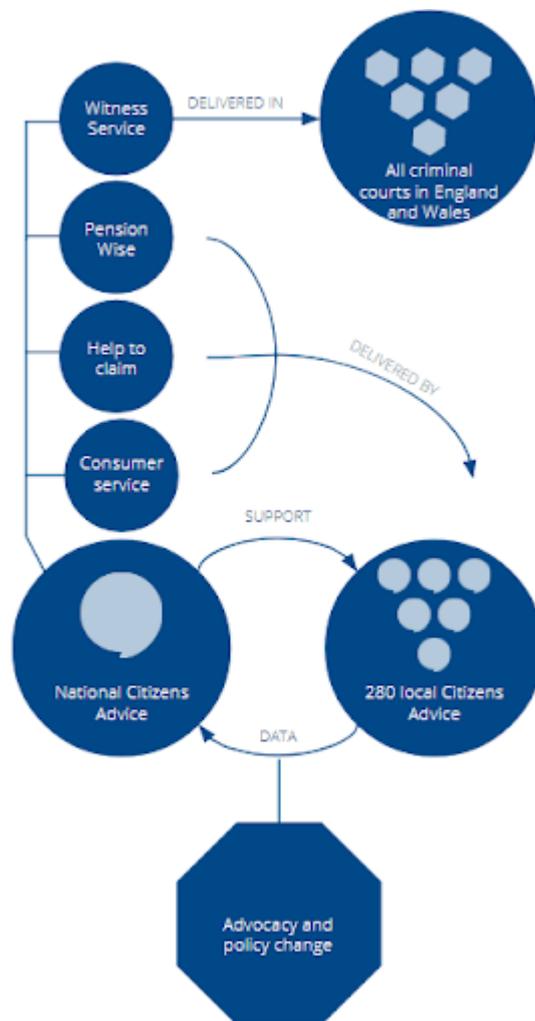
This role sits our network of independent charities, delivering services from

- 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

Citizens Advice Central and East Northamptonshire delivers help to claim (universal credit) advice services to residents across Northamptonshire, England and Wales. We have offices for face to face advice in Wellingborough and Northampton.

As a help to claim advice session supervisor you will be supervising the help to claim advice process and advisers, managing your own phone calls and web chats with clients and mixing with a team of volunteers to deliver quality services and advice to clients of Central and East Northamptonshire and residents from England and Wales who contact us by phone and webchat.

You will have support from the Head of Advice Services as well as being a part of a large team, including fellow advice session supervisors, working towards providing the best quality service and outcomes to our clients.

We are looking for a help to claim advice session supervisor with good IT skills, help to claim experience to give guidance, help and support including coaching to staff and volunteers with the ability to make quick decisions and ensure that correct advice is being given at all times.

You will be working and have a commitment to the aims and principles of the Citizens Advice Service.

You'll have the ability to quality assure (QAA) other people's work, to DIP CHECK a help to claim file and provide feedback in a constructive manner and challenge any behaviours that are contrary to our equality policies and principles.

The role will include partnership working and building relationships with third parties to get the best outcomes for our clients.



Role profile

Supervising

- Manage the practicalities of the help to claim advice sessions and ensure adequate staffing and resources are available to deliver a telephone, webchat and face to face service.
- Keep technical knowledge up to date and provide appropriate levels of support and supervision to individual workers depending on their level of competence.
- Allocate 60% of your time answering telephone calls and web chats from clients seeking advice regarding help to claim.
- 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 (daily) / telephone calls (sample) of designated staff to meet the stipulated standard and service level agreement.
- Complete monthly DIP CHECKS on individual advisers to meet the QAA standards of the help to claim project.
- Meet the project funder requirements in relation to proper project management and standards set by Citizens Advice Help to Claim team.
- 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

- 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

Networking

- Develop links with the Advice Services and supervisors within the advice services so that clients numbers towards the help to claim project are maximised
- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.



Person specification

Essential Criteria

- Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.
- Demonstrable understanding of the help to claim service and issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of staff.
- 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.
- Proven ability or willingness to train and manage / supervise others including ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
- Proven ability or willingness to train to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
- Proven ability or willingness to train 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.
- Proven ability to manage your own time effectively and strike a balance between your client advice contacts and supervising a team.

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

- **25 day's annual leave, pro rata (plus bank holidays)**
 - **Auto Enrol Pension Scheme**
 - **Enhanced sickness benefit after one-years' service**
 - **Flexible working hours to the requirement of the role**



What we give our staff

- **Comprehensive Training**
- **Access to quality training materials**
- **Ongoing Development**
 - **Annual Appraisals**
 - **Regular reviews with line management**

