

ADVICE SESSION SUPERVISOR



The role

- Central and East Northamptonshire Citizens Advice delivers generalist advice services in West Northamptonshire and parts of North Northamptonshire, including Wellingborough.
- As an advice session supervisor you will be remotely supervising the advice team of volunteers and staff to ensure delivery of quality services and advice to clients.
- You will have support from an Advice Services Manager as well as be a part of a team working towards providing the best quality service and outcomes to our clients.
- We are looking for an advice session supervisor with good advice knowledge in Welfare Benefits, Debts, Housing plus the other Citizens Advice core areas
- You will have good IT skills to give guidance, help and support including coaching to 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 peoples work, or be willing to receive training 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.

We expect our staff to:

- Stand up for equalities - actively challenge stereotyping, prejudice, discrimination and bias
- Focus on delivering results - have a “can do” attitude, managing time and resources without reducing quality
- Communicate for impact - with enthusiasm, clarity and inspiration
- Put customers first - listen, and deliver outstanding quality and customer service proactively
- Make a personal difference - be positive and courageous, able to accept accountability and hold others to account



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.

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 / telephone calls of designated staff to meet the stipulated standard and service level agreement.

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 volunteers, contribute to the organisation's learning and development plan.

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/volunteers perform optimally.

Learning, Development & Training

Identify own learning and development needs and that of designated volunteers and contribute to the organisation's plan.

Facilitate inclusive group and / or one to one learning and development activities.

Contribute to internal and external learning and development activities to ensure the competence and continuing development of designated volunteers.

Contribute and co-ordinate the assessment activities and competence of designated volunteers.

Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.

Networking

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.

Research and Campaigns

➤ Assist with research and campaigns work by providing information as appropriate.

➤ Alert clients to research and campaign options.

Professional Development

➤ Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

➤ Attend relevant internal and external meetings as agreed with the line manager.

- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

Other

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

Essential Criteria

1. Minimum of two years' experience in advice delivery at generalist adviser level.
2. Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.
3. Proven experience and knowledge of the Welfare benefits system
4. Demonstrable understanding of the 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 volunteers.
5. 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.
6. Proven ability to manage / supervise others including ability to develop and motivate volunteers as well as ability to give and receive feedback objectively and sensitively.
7. Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
8. 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.

Closing Date: 22nd August 2023

Interview Date: W/C 28th August 2023