

Citizens Advice Bucks

Job Description

Job Title: Advice Session Supervisor
Location:
Responsible to: Advice Services Manager
Hours:
Duration: Permanent

Role purpose:

- Supervise the office's advice and information service within the aims, policies and principles of the Citizens Advice service.
- To provide supervision and support to volunteers and/or staff, review the quality of work of advisers and assist in the provision of an effective and efficient advice service.

Main Duties and Responsibilities

Service Delivery

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records / telephone calls of designated staff and volunteers to meet quality standards and service level agreements.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice. Work closely with the Quality lead.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
- Identify areas for improvement and support the implementation of new ways of working to support improvements in service delivery
- Develop and maintain effective admin systems, records and data recording
- Monitor and evaluate activities and contribute to the organisation's planning process by providing regular reports and feedback on the areas of responsibility

Staff Management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Participate in the induction and training of new staff and Volunteers as delegated and provide the appropriate support on shift.

- Ensure the effective performance management and development of staff and volunteers through regular supervision sessions, the appraisal process and learning and development.
- Encourage team work and lines of communication between all service delivery staff
- Attend regular Supervisor meetings to develop common practices and procedures, to address staffing and resource issues, to delegate, monitor and evaluate workloads

Learning and Development

- Support the development and delivery of the organisational training plan. Contributing to discussions about training and development needs of the organisation and individuals.
- Identify and implement own learning and development needs and take steps to address these

Research and Campaigns

- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated into service delivery.

General

- To uphold and promote the Aims and Principles of the Citizens Advice Service.
- To work within Citizens Advice Buckinghamshire's policies and procedures.
- To undertake any other duties that are compatible with the functions of the post as required by the ASM to ensure the efficient provision of the service

Person specification

Essential

- 1) Excellent written and oral communication skills to enable the communication of complex ideas and processes in a clear, logical manner
- 2) Ability to delegate, motivate, encourage and support others and give and receive constructive feedback
- 3) Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment Ability to monitor and maintain standards and quality
- 4) Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions
- 5) A commitment to continuous professional development
- 6) Recent experience of advice work or similar with demonstrable understanding of the issues involved in interviewing clients and the issues affecting them
- 7) Understanding of and commitment to the aim and principles of the Citizens Advice service and its equal opportunities policies



Desirable

8) Proven ability to supervise and monitor advice work and to maintain casework systems and procedures