

Money Advice Supervisor Job Pack

Thanks for your interest in working at Citizens Advice Bucks. 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:

- Overview of Citizens Advice Bucks
- 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 Iram by contacting Iram.Rashid@cabucks.org.uk

About Citizens Advice Bucks:

As of April 2021, Citizens Advice Chiltern, Aylesbury Vale and High Wycombe came together to form Citizens Advice Bucks, an independent and volunteer-based charity which provides a free and accessible advice and information service to clients across Buckinghamshire.

We can all face problems that seem complicated or intimidating. At Citizens Advice Bucks we believe no one should have to face these problems without good quality, free, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

You will be joining a supportive team of over 50 staff and around 100 volunteers all determined to do our best for our clients. Our core values are that we are client-centred, friendly, kind, professional and that we respect our clients, ourselves and each other.

Citizens Advice Bucks is an equal opportunities employer. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

The role

- To provide supervision and support to volunteers and/or staff, review the quality of work of advisers and assist in the provision of effective debt casework.
- To deliver a limited amount of complex debt advice casework in line with best practice, outlined by FCA and Citizens Advice

Role profile

Service Delivery

- Manage the practicalities of the provision of debt casework and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision in the debt advice session, to staff and volunteers, depending on their level of competence.
- Identify areas for improvement and support the implementation of new ways of working to support improvements in service delivery
- 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.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
- 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
- Work closely with the Money Advice Manager to monitor implementation, recording and aid in reporting on specific Money Advice Team projects.

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.
- Ensure the effective performance management and development of staff and volunteers through regular supervision sessions, the appraisal process and learning and development.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction and training of new staff and volunteers as delegated.

Discrimination

- Identify if there is any question of discrimination and be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

Research and campaigns

- Identify research and campaigns issues.
- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Professional development

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

Other

- Support the aim and principles of the Citizens Advice service and its equity and diversity policies
- Perform any other tasks commensurate with the role, as directed by a Senior Manager.



Person specification

Experience

1. Supervision of money advice to a casework level in line with FCA requirements.
2. Supervising a team of advisers and caseworkers, taking decisions on case allocation and a mindedness to case progression in line with effective case processing.

Skills and abilities

3. Excellent written and oral communication skills to enable the communication of complex ideas and processes in a clear, logical manner to a team which is remote and office based.
4. Relevant qualifications in provision of debt advice, for example, IMA certificate in Money Advice
5. Ability to delegate, motivate, encourage and support others, giving and receiving constructive feedback on cases through formal/informal reviews including Independent file reviews.
6. Ability to implement service delivery changes to a team comprised of volunteers and staff in an engaging and positive manner, leading by example.
7. Ability to prioritise own work and the work of others, including the overall capacity of the delivery team and individual case allocation. Meet deadlines and manage workload in a busy environment and ability to monitor and maintain standards and quality.
8. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions



9. Willingness to travel between office locations in High Wycombe and Chesham.
10. Ability to act as the deputy to the Money Advice Manager in their absence
11. Debt Relief Order intermediary status is desirable.



Terms and conditions

Job Title: Money Advice Supervisor

Location: Wycombe & Chesham

Hours: 37 hrs (1 FTE)

Salary: £30,000 PA

Duration: Permanent

Closing date:



What we give our staff

- Employer Pension Contribution.
- A company that is committed to its employees, valuing their knowledge, creativity and flexibility.
- Ongoing personal training and development.
- The chance to work with amazing people and a nationally recognised charity.
- 25 days leave (plus statutory bank holidays) pro rata per year
- Contractual Sick Pay policy (Once probation period is passed)
- Travel expenses paid when working away from your "base office".
- All and more outlined in our staff handbook.

How to apply

Please send your CV and a covering letter detailing your experience using the Person Specification to admin@cabucks.org.uk