

Team Leader - Telephone & Web 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 will 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 Craig by contacting Craig.Glynn@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 is why we are 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

Citizens Advice Bucks has secured National Lottery funding for an 18-month Adviceline delivery and digital transformation project, starting on April 1st 2022. The funding follows successful pilot activity in developing paid adviceline staff as well as trialling digital engagement. This project is designed to support our team of paid adviceline advisors. The role has a dual focus, on our "Future of Advice," which is helping us to make better use of technology. This will pilot and deliver training and support for all of Citizens Advice Bucks staff and volunteers to support them in working with digital technology, enabling them to provide advice through digital, telephone and in person. This will also help us in developing services that capitalise on these new skills. We have separate, additional funding and budget that will support this postholder, enabling external liaison and consultation from digital transformation experts. You will also work closely with a change management team made of senior leaders and trustees within CA Bucks.

Key to success is the ability to support our staff and volunteers on this journey, which can be daunting for many. This role would suit an experienced supervisor or manager who has expertise in leading change.

This role is a hands-on management role, managing our adviceline, giving practical supervision, training, and support. We at CA Bucks see this as a long-term role for our organisation.

Role profile

Overview

- To ensure the smooth and efficient running and high quality of telephone and web-advice service delivery at Citizens Advice Bucks
- To lead staff and volunteers in making best use of digital technology championing it within the service

Service Delivery

- Supervise the work of designated staff to ensure that standards meet Citizens Advice requirements. Providing advice and technical support to the advice team including, Advice Session Supervisors, Advisors and Trainees.
- Ensure service delivery and adequate cover from available staff and volunteers with appropriate supervisory cover.
- Monitor the case records / telephone calls of designated staff and volunteers to meet quality standards and service level agreements.
- Maintain and develop standards of service delivery. Identify areas for improvement and support the implementation of new ways of working, working closely with training and quality leads. Monitor and evaluate activities and contribute to the organisation's planning process by providing regular reports and feedback on the areas of responsibility

Digital Development

- Support for all of Citizens Advice Bucks staff and volunteers to help them become confident in a digital environment, implementing new ways of working and helping develop new services that capitalise on these new skills.
- Provide regular and consistent training to advisors on how to utilise technology effectively as part of advice delivery. Work with the training team, to relay emerging training need, provide support during advice sessions, as well as supporting with delivery in training sessions where required.
- Work closely with the Communications team and advisors. Leading by example, contributing to advice content or on-screen presence, in high-quality advice videos, delivered on a one-to-many basis for our advice YouTube Channel.
- Monitor implementation and the team adoption of the digital delivery

plan. Working closely with the Head of Development and Communications and other managers in commissioning consultancy where necessary, with support from the senior leadership team to assist implementation.

Staff Management

- Create a positive team-based 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 providing the appropriate support on shift.
- Co-ordinate activities, procedures, and systems so as to promote common policies and/or practices within the appropriate service delivery area
- Ensure the effective performance management and development of staff and volunteers through regular supervision sessions, the appraisal process and learning and development.
- Liaise with Supervisory staff to foster common practices and procedures

Other

- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Contribute to regular Lottery reports on the progress of the service, providing timely reporting.
- 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

1. Proven ability of monitoring and maintaining service delivery against agreed targets and of managing service improvement, particularly across multiple offices.
2. Experience in championing change and successfully introducing new ways of working within an operational environment ideally using technology.
3. High levels of determination and willingness to take on new challenges and responsibilities with an enthusiastic attitude.

4. Recent experience of advice work or similar with demonstrable understanding of the issues involved in interviewing clients and the issues affecting them.
5. Proven ability to supervise and monitor advice work or work in a similar advice setting, and to maintain casework systems and procedures
6. Experience in use of technology for delivering client work and helping others to learn how to.
7. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
8. Ability to liaise/network with third parties to garner information about implementation methods as well as consolidating best practices. E.g. with the national citizens advice digital innovation team.
9. Ability to delegate, motivate, encourage, and support others and give and receive constructive feedback.
10. Problem solving attitude, with knowledge of working with staff or volunteers to overcome challenges.
11. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment and to monitor and maintain standards and quality.
12. Knowledge of current advice guidelines in areas such as housing, benefits, homelessness, or any other area and legislation would be desirable, or the ability to quickly learn and retain knowledge of rules, regulations and policies.
13. Willing and able to travel between and work across offices- High Wycombe, Aylesbury, Buckingham, Chesham.

In accordance with Citizens Advice national policy, we may ask 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



Job Title: Team Leader - Telephone & Web

Location: Base office can be selected – travel is a necessity to High Wycombe, Aylesbury, Buckingham, Chesham.

Hours: 30 hrs/week

Salary: £30,000 FTE (actual: £24,324)

Duration: Permanent

Closing date: Assessment and interview dates will be arranged as applications are received, and we reserve the right to close the role early if the right candidate is found.



What we give our staff

- Employer Pension Contribution.
- A company that is committed to its employees, valuing their knowledge, creativity and flexibility.
- Free employee assistance programme which includes employee counselling and wellbeing initiatives
- 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