

# Advice Session 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, before applying, you can contact Jan at [Jan.Davies@cabucks.org.uk](mailto:Jan.Davies@cabucks.org.uk)

We will be happy to discuss the role or any other information you require.

## About Citizens Advice Bucks:

As of April 2021, Citizens Advice Chiltern, Aylesbury Vale and High Wycombe came together to form Citizens Advice Bucks, later being joined by the South 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

- Working as part of a county wide service, supervising the offices advice and information service within the aims, policies and principles of the Citizens Advice service across the county of Bucks.
- To supervise the advice session (providing and checking advice given to the public), providing 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.
- Support the implementation of new ways of working with the team, advice staff and ASM, to refine workstreams and processes to improve the client experience.
- Promote best practice across the offices in the county with an engaged attitude, taking account of practical changes for service delivery.



## Role profile

### Service Delivery

- Manage the practicalities of the advice session and ensure adequate staffing and resources for all channels.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence. (Information, Advice & Casework).
- Monitor the case records / telephone calls/ emails etc. 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 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.
- Ensure that appropriate systems are developed and maintained.

### 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.

- Lead and encourage good teamwork and lines of communication between all members of staff and volunteers both in office and remotely.
- Ensure the effective performance management and development of staff and volunteers through the appraisal process and learning and development.
- Attend regular Supervisor and internal meetings with the cross-county team to develop common practices and procedures, to address staffing and resource issues, to delegate, monitor and evaluate workload for case recording, statistics, follow up work and quality control.

## Planning and Development

- Monitor and evaluate activities appropriate to the role and contribute to the organisation's planning process by providing regular reports and feedback on implementation in areas of responsibility working with others as necessary.
- Collate, summarise and analyse client data in order to make recommendations on the modification of service delivery and to support reporting to the Trustee Board.

## 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 and 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.
- Take responsibility for identifying and completing further own training and development needs after initial training completed.

## 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

Note: We will consider individuals with Citizen's advice Advisor experience, looking to make the step to Supervisor.

### Essential Criteria

-  Experience of advice work within any setting with demonstrable understanding of the issues involved in interviewing clients and the issues affecting them.
-  Excellent written and oral communication skills to enable the communication of complex ideas and processes in a clear, logical manner.
-  Ability to delegate, motivate, encourage, and support others and give and receive feedback for developmental purposes.
-  Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment. To achieve this within a consistent client journey, whilst maintaining advice and quality standards.
-  Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
-  Willingness to complete extensive and thorough training in order to take on the full role of Advice Session supervisor.
-  A commitment to continuous professional development after initial training completed successfully.
-  Understanding of and commitment to the aim and principles of the Citizens Advice service and its equal opportunities policies
-  Positive 'can do' attitude.

### Desirable Criteria

-  Proven ability to successfully run complex and/or multiple projects with evidence that targets have been met or exceeded.
-  Proven ability to supervise and monitor advice work and maintain systems and procedures.
-  Self-starter with strong levels of motivation and ability to prioritise workload in order to meet deadlines.
-  Excellent interpersonal and communication skills and the ability to build relationships with all staff/volunteers and Trustees within the organisation.
-  Ability to create positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
-  Ability to analyse and interpret complex information to produce and present clear reports verbally and in writing.
-  Experience of working within an advice service in order to provide advice supervision to a team of advisers.



## Terms and conditions

**Job Title:** Advice Session Supervisor

**Location:** Aylesbury/Buckingham/Chesham/High Wycombe – Occasional home working available.

**Hours:** 37 hrs/week. Job share considered.

**Salary:** £24,000 to £28,000 pro rata – depending on experience.

**Duration:** Permanent

**Closing date:** Assessment and interview dates will be arranged as applications are received - Closing Date December 31<sup>st</sup>, 2023.

Note: Location – One office will be your 'home base' but some travel to other offices as well as remote support is expected.



## 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 likeminded people in a friendly team 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 to [hr@cabucks.org.uk](mailto:hr@cabucks.org.uk)

We will then send you a form to complete, detailing your experience using the Person Specification for this role.