



## Advice Session Supervisor/trainer 8 hours per week

### Job Description

**Salary** £15.39 per hour

**Hours** 8 hours per week

**Period** Funded until March 31st 2025 (continuation subject to funding)

**Responsible to** Senior Operations Manager

### Role purpose

Reporting to the Senior Operations Manager, you will have direct responsibility for supervising the face to face and digital and phone advice service, project management and adviser training and development. This will entail providing both consultative support during sessions as well as checking all case write-ups ensuring CAY achieves its QAA standards.

### Responsibilities

#### Learning, development and training

- Identify learning and development needs of designated staff and volunteers and trainees and contribute to CAY's learning and development plan.
- Contribute to the assessment of competence of designated staff and volunteers. ● Complete all appraisals and performance plans within specified time frames. (Ongoing feedback on monthly basis and identification of training needs as identified)
- Lead on housing or employment to become the team expert in this field. All changes and updates to be investigated, researched and briefed out to the teams.
- Identify individuals to progress onto full advice or specialist advice
- Undertake identified training delivery as needed in set aside training hours (4 per week)

### **Supervising advice sessions and / or casework**

- 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 all the case records of designated staff, volunteers and trainees to meet quality standards and service level agreements.
- Ensure remedial and developmental and training issues are identified and acted on in a timely manner 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.

### **Staff & Volunteer 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 of new staff and volunteers as delegated.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process, ongoing feedback and learning and development.
- Monitor absences and holidays to ensure continuous advice provision
- Conduct disciplinary processes where necessary in accordance with Citizens Advice procedures.
- Assist with recruitment when appropriate.

### **Generic**

- Undertake advice work as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns are promoted and integrated in a way relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular bureau and external meetings relevant to the role (staff, team, management, trustee board, consortium etc).
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the CAY team.
- Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
- Identify your own learning and development needs and take steps to address these.

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

### **Networking and partnerships**

- Use influencing skills to promote CAY and foster good relationships with external organisations.

### **Person specification**

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
- At least 2 years recent experience of general advice work preferably including 6 months advice session supervision
- A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff. ● Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to communicate effectively verbally and in writing.
- Demonstrable understanding of the issues involved in interviewing clients. ● Proven ability to manage / supervise and train others, including ability to recruit, develop and motivate staff, design training and deliver sessions.
- Proven ability to monitor and maintain service delivery against agreed targets.
- Ability to monitor and analyse statistics and check accuracy of calculations. ● Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
- Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions. ● A commitment to continuous professional development.