

Advice Session Supervisor

Location: York

Salary: £15.70 per hour

Hours: 30 hours per week

Contract: Permanent

Closing date: 6:00pm, Friday 27 February 2026

Interviews: Week commencing 9 March 2026

About the role

Citizens Advice York is looking to recruit an experienced and motivated Advice Session Supervisor to join our established supervisory team. Working closely with the Outreach and Operations Manager and fellow Advice Session Supervisors, you will support and supervise staff and volunteers delivering high quality advice services across York and District, ensuring services meet client needs, funder requirements and Citizens Advice quality standards.

This is a hands-on role combining session supervision, quality assurance, staff and volunteer development, and contribution to research and campaigning work.

Key responsibilities

Working with the Outreach and Operations Manager and other Advice Session Supervisors, you will:

Advice session supervision and quality assurance

- Manage advice and assessment sessions to ensure client needs are met and appropriate staffing levels are maintained
- Monitor adviser performance to ensure consistently high-quality advice and customer service
- Carry out case-checking and task setting, escalating concerns where appropriate
- Provide constructive feedback, guidance and technical support to staff and volunteers
- Ensure all quality standards are met and contribute to maintaining a minimum RAYG quality rating of Amber

Staff and volunteer support

- Create a positive, inclusive working environment where equality, diversity and dignity at work are upheld
- Support the recruitment, induction and training of staff and volunteers as delegated
- Maintain training records and identify development needs
- Complete volunteer appraisals and support ongoing development

Targets, reporting and administration

- Ensure service delivery targets and deadlines are met
- Maintain records including case studies, client feedback, and Evidence Forms
- Provide reports and attend meetings as required

Research and campaigning

- Identify trends and issues affecting clients and submit evidence via Casebook
- Work with the Research and Campaigns team to support local and national campaigns
- Promote the integration of research and campaigning into service delivery

Professional development

- Keep technical knowledge and advice skills up to date
- Engage fully in training, supervision and appraisal processes
- Stay informed about Citizens Advice York policies, procedures and advice changes

You may also be required to undertake advice work during staff or volunteer absences and be flexible in working hours and locations to meet service needs.

About you

You will bring:

- At least 12 months' experience supervising others in an advice-giving role (paid or unpaid)
- Strong understanding of delivering advice services to vulnerable clients
- Excellent communication, time management and organisational skills
- Confidence in giving and receiving feedback and constructively challenging where needed
- A positive, resilient and solution-focused approach
- Strong digital skills and confidence using case management systems and databases
- A commitment to equality, diversity and the values of Citizens Advice

Experience delivering advice or working in a customer-facing role, and an understanding of confidentiality and data protection, are essential.

How to apply

For full details, including the job description and application form, please visit:

www.citizensadviceyork.org.uk

For an informal discussion about the role, please contact:

Natalie Wilby – admin.team@cayork.org