



Advice Session Supervisor/Trainer

Job Description & Person Specification

Salary:	£15.70 ph.
Hours per week:	30
Location:	Based in West Offices, York with other locations as required.
Contract:	Permanent
Line Manager:	Outreach and Operations Manager
Responsible for:	Supervision of Advice sessions/Adviceline/Outreach & Project advice

Purpose of the role

With the Outreach and Operations Manager (OOM) and other Advice Session Supervisors (ASS's) to supervise volunteers and paid staff delivering a quality advice service, and to ensure that Citizens Advice York meets Citizens Advice guidelines.

Main duties & responsibilities

With the OOM and ASS's:

- Manage advice and assessment sessions to ensure client needs and funder targets are met, and that appropriate numbers of staff and volunteers are available.
- Monitor advisers' performance to ensure that a consistently high standard of service is provided.
- Provide feedback, advice and support to staff and volunteers to help them develop their skills while maintaining quality standards.
- Case-checking and task setting for staff and advisers, raising any concerns with the SOM.
- Ensuring that Research & Campaigns issues are recorded using Evidence Forms through Casebook, monitoring trends in areas of need and client groups.

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- Maintaining rolling lists of case studies and client feedback.
- Providing reports when requested to do so.
- Attending Team meetings as required.

Supervising advice (and assessment) sessions

With the OOM and ASS's:

- Manage the practicalities of the advice/assessment sessions and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision, including monitoring of case records, telephone calls and face-to-face interactions with individual staff depending on their level of competence.
- Identify remedial and developmental issues and act to develop individuals and improve the quality of advice.
- Keep technical knowledge up to date and provide technical support to advisers.

Staff & volunteer support

With the OOM & ASS's

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and all staff and volunteers can do their best.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction and training of new staff and volunteers as delegated.
- Ensure staff and volunteer training records are maintained and raise identified training needs with the SOM.

Targets

With the OOM & ASS's

- Ensure set targets are met.
- Work to complete volunteer appraisals on time.
- Ensure all case checking is completed within established deadlines.
- Ensure quality standards are met and contribute to the maintaining of the organizational quality score to a minimum RAYG rating of Amber.

Research & Campaigning

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With the OOM & ASS's

- Contribute to both local and national campaigns where appropriate.
- Keep up to date with research and campaigning issues and work with the Research and Campaigns team to ensure this work is promoted and integrated with service delivery.
- Raise and submit evidence forms where client circumstances fit with campaigns.

Professional development & Training

- Engage with training and the personal development processes to develop required supervisor skills.
- Keep up to date with advice changes.
- Keep up to date with Citizens Advice York policies and procedures.
- Attending relevant internal and external meetings as agreed with the SOM.
- Prepare for and attend supervision and appraisal meetings.
- Identify your own learning and development needs and take the necessary steps to address these.

Other duties & responsibilities

- Undertake advice work in the event of staff and volunteer absences.
- In collaboration with other staff ensure incoming post is dealt with appropriately.
- Ensure that all work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Monitor and evaluate activities appropriate to the role and contribute to the planning process by providing regular reports and feedback on the areas of responsibility.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the service team.
- Abide by health and safety guidelines and share responsibility for your own health and safety, and that of colleagues.
- Be able to accommodate reasonable changes in working hours to meet the needs of Citizens Advice York.
- Any other duties as required to ensure the effective provision of the service.

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	Person Specification	Essential/ Desirable	Measured by:
1.	At least 12 months' experience of supervising others in an advice-giving role – either paid or unpaid.	Essential	A/I
2.	Excellent written and verbal communication skills, proven ability to communicate clearly using a variety of methods (face-to-face, telephone, digital platforms, and email).	Essential	A/I/P
3.	Excellent time management skills with the ability to work under pressure, prioritise tasks to meet deadlines and maintain standards.	Essential	A/I/P
4.	A proven ability to build a good rapport and relationships.	Essential	A/I/P
5.	A 'can do' attitude with an ability to motivate and direct team members.	Essential	A/I/P
6.	Understanding of the issues involved in interviewing vulnerable clients.	Essential	A/I/P
7.	Proficient Digital skills with the ability to use a range of applications including cloud-based systems and databases.	Essential	A/T/P
8.	Ability to give and receive feedback in a professional manner, with the confidence to challenge constructively, where appropriate.	Essential	I/P
9.	Experienced team-worker with a flexible approach, self-motivation, and the ability to work independently, managing own time effectively in response to competing priorities and a proven ability to lead by example.	Essential	I/P
10.	Process driven with a proven ability to problem solve.	Essential	A/P
11.	Respectful of views, values and cultures that are different from your own.	Essential	A/P
12.	Ability to travel to locations through the City of York, and an ability to work in a variety of locations.	Essential	A
13.	A positive approach to personal development and self-assessment.	Essential	A/P
14.	A commitment to the aims, principles, and policies of Citizens Advice.	Essential	A/I/P
15.	Being resilient.	Essential	A/I/P

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16.	Experience of formal delivery of advice or working in a customer facing role.	Desirable	A
17.	Understanding the importance of confidentiality and data protection.	Desirable	A

Measured by:

- A Application Form**
- I Interview**
- P Probationary Period**
- T Test**