



ADVICE SESSION SUPERVISOR

Position: Advice Session Supervisor

Location: Gloucester/Cheltenham

Closing date: 21st January 2019

Salary: £23,890 (FTE)

Hours: 27 hours (over 4 days)

Contract: Permanent

North and West Gloucestershire District Citizens Advice is a progressive advice service which puts clients first, providing high quality advice via all channels. We are currently developing a new approach to meeting demand and offering an excellent career opportunity for a motivated individual to join our enthusiastic skilled team.

We are looking for an individual with recent experience of advice work either as a supervisor or as a general advisor wishing to progress their career. You will have excellent interpersonal and communication skills and be able to work flexibly as part of a team.

Apart from your ability to give good quality advice, you will need the confidence to support a team of volunteers and paid staff who deliver our front line services.

We believe that ethics and attitude are equally as important as knowledge and we are looking for someone who wants to make a real difference to people's lives. We in turn value all our people and can offer a supportive environment within a charity setting that is truly committed to social justice

Job description: Advice Session Supervisor

Context of role: Reporting to the Advice Services Manager

Role purpose: To supervise the advice session, provide support to advisers and monitor case records to ensure quality standards are met. To assist the Advice Services Manager with ensuring a full advice and support service is available within the aims, policies and principles of the Citizens Advice service. Account to the Advice Services Manager for carrying out the activities listed below and deputise for the Advice Services Manager as appropriate.

Supervising advice sessions

- 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 the case records / telephone calls of designated staff to meet quality standards and service level agreements.
- Carry out Performance Quality Framework assessments as directed by the Advice Services Manager
- 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.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
- Ensure effective involvement of staff (paid and volunteer) in gathering research and campaigns evidence
- Keep up to date with research and campaigns issues and contribute to research and campaigns work including drafting plans and identifying priorities for campaigns and development.
- Assist the Advice Services Manager to incorporate into advice sessions any requirements of newly acquired projects
- Undertake reasonably requested ad hoc exercises from time to time

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.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction of new staff as delegated.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.
- Encourage good teamwork and lines of communication between all members of staff.
- Participate in meetings as delegated/requested.

Person specification

- ✓ Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
- ✓ 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 monitor and maintain own standards
- ✓ Ability to communicate effectively verbally and in writing.
- ✓ Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
- ✓ Demonstrable understanding of the issues involved in interviewing clients.
- ✓ Proven ability to manage / supervise others, including ability to recruit, develop and motivate staff.
- ✓ Proven ability to monitor and maintain service delivery against agreed targets.
- ✓ Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training.
- ✓ Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
- ✓ 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.
- ✓ Ability to monitor and maintain recording systems and procedures.

How to apply (email address or web page): mariam.bhamla@gloscab.org.uk

Application form is available on www.gloscab.org.uk