



# Remote Advice Session Supervisor Job pack

Thanks for your interest in working at Citizens Advice Diss & Thetford. 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:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Diss & Thetford
- 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, you can contact Mel Jones, Chief Officer, by emailing [mel.jones@cadat.org.uk](mailto:mel.jones@cadat.org.uk) or calling 01379 642291.

## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Diss & Thetford Citizens Advice works

We are a charity and company limited by guarantee and as such are required to have a Trustee Board, which deals with the governance of our organisation. It is important we select Trustees who have a broad range of skills, which complement each other, and that the Board works together as a team with staff and volunteers working in the local offices.

It is also vital that they uphold the principles of Citizens Advice, which are to provide a high quality, impartial and confidential service to those living in the community they serve and challenge any social injustices of which they become aware.

Board meetings are held at least four times each year. The Chief Officer advises the board and attends all board and committee meetings. At meetings one or two staff or volunteers may be invited to make a presentation to the Board to explain their work roles.

There are four sub-committees and all have Terms of Reference. These committees meet before a Trustee Board meeting when they report on their recent work and share their plans for the future. These committees are:-

- Personnel, Health, Safety and Wellbeing
- Finance, Fundraising, Development, Remuneration & Audit, Risk & Compliance
- Research & Campaigning
- Staff Team

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

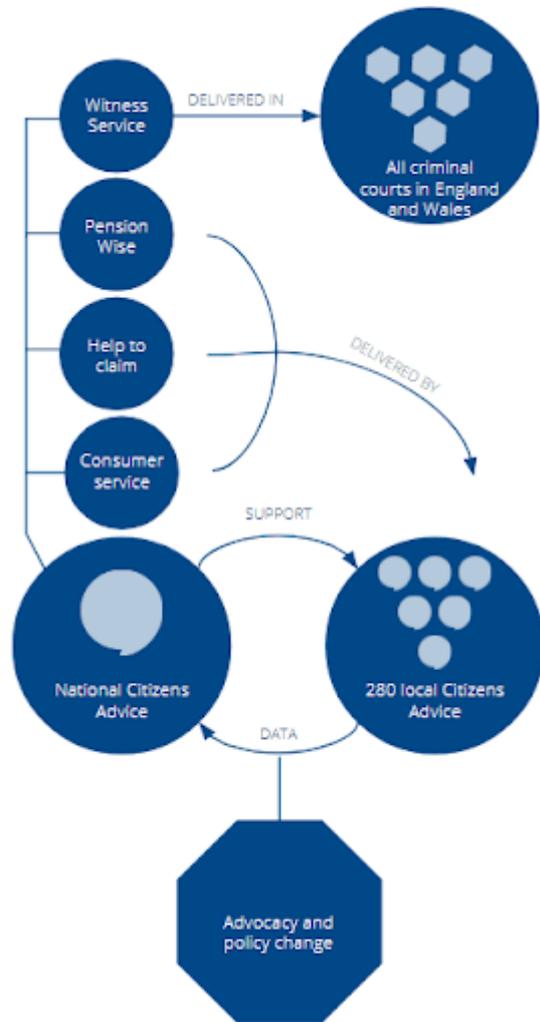
This role sits in our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.





## The role

The role is temporary for two days per week until **31<sup>st</sup> March 2022** to meet current demand, and will be responsible for providing remote supervision to volunteer advisors delivering advice through email and telephone, and at outreach locations.

Advice sessions are delivered by accredited generalist volunteers with guidance and support from the Session Supervisor. Induction and initial training to generalist level are the duty of our Learning and Development Lead. The successful applicant will work with the Learning and Development Lead to ensure that trainee volunteers are able to participate in advice sessions and have closely monitored and supervised client contact through the early stages of their training.

The Session Supervisor, whether working remotely or in the office, is responsible for managing the advice rota to ensure there is enough resource to run a session effectively and maintain a high standard of advice. Clear and consistent communication with volunteer Advisers is key to achieving this. Other key tasks include the regular monitoring of the CADAT task lists and email inboxes, ensuring any client contact received is actioned appropriately and in a timely manner, in addition to regular case note checking and feedback to Advisers.

A thorough and broad knowledge of advice is required, preferably supported by a generalist advice qualification. An understanding of Citizens Advice QAA processes is desirable. Some experience of the challenges presented by working with volunteers is also desirable and the successful candidate will be able to demonstrate some experience in this area.

We are seeking someone who will be able to provide occasional office-based cover for key advice staff in our Diss and Thetford offices as necessary, and therefore travel to Diss and Thetford will be required.

The closing date for application forms to be received is 5pm on **Friday 30<sup>th</sup> April**, and interviews will be held via Zoom on **Thursday 6<sup>th</sup> and Friday 7<sup>th</sup> May**.

**CVs will not be accepted.**



# Role profile

## Planning and Development

- Coordinate activities, procedures and systems to promote common policies and/or practices within the appropriate service delivery area.
- Support the strategic development of the organisation to ensure its management and services to clients reflect and support the Citizens Advice service's equality and diversity strategy.

## Service Delivery

- Maintain and develop standards of service delivery and monitor the quality of advice delivered to clients.
- Provide technical support, act as a consultant and supervise the work of Advisers to ensure that standards meet Citizens Advice guidelines.
- Support the strategic development of the organisation to ensure its management and services to clients reflect and support the Citizens Advice's equality and diversity strategy.
- Undertake advice work as and when required.

## 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.

## Learning & Development

- Research, identify and respond to advice needs, in particular the needs of identified disadvantaged groups and different geographical and demographical areas.

## Administration

- Oversee and monitor effective and efficient administrative systems.



# Person specification

## Essential Criteria

1. Experience of working as part of a team managing people, including the ability to develop and motivate others as well as deliver feedback to individuals.
2. Experience of managing multiple work streams and competing deadlines.
3. Proven ability to communicate effectively both verbally and in writing and use IT systems to support the delivery of advice.
4. Proven ability to monitor and maintain casework systems and procedures, service delivery against agreed targets and analyse and interpret complex information produce and present reports verbally and in writing.
5. Ability to meet the organisation's competence requirements for an advice session supervisor and generalist if required, plan, manage projects and contribute to decisions on the allocation of resources.
6. Proven ability to create a positive working environment, displaying empathy at all times, in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.

## Desirable Criteria:

7. Experience of working with volunteers in an advice environment.
8. Experience of delivering training and support via Zoom and/or Teams.
9. An understanding of the aims and principles of the Citizens Advice service.
10. An interest in social policy issues and an understanding of the importance of our Research & Campaigns work.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



## Terms and conditions

- Salary of £24,079 per year (pro-rata £9,631)
- Hours per week: 14 hours over 2 days
- Place of work: Working remotely, with occasional travel to Diss and Thetford



## What we give our staff

- Comprehensive training programme
- Access to an Employee Assistance Programme
- 5.6 weeks paid annual leave, including statutory holidays and extra leave for 5 years + service
- Access to auto-enrolment pension scheme (5% employee contribution, 3% employer contribution)