



Advice Supervisor Job pack

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation
- The Job Description and Person Specification

Closing date for applications: 11.59pm 27 June 2022

Interview date: w/c 4 July

Anticipated start date: To be agreed

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 Citizens Advice

1. **We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 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.

Information about Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large Local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming Universal Credit, employment law and much more. The Citizens Advice service aims to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect people's lives.

The challenges of COVID over the last 24 months did not stop the brilliant work our staff and volunteers do to support clients across our communities. We adapted our working practices and used technology to ensure we were available throughout the pandemic. In the year 2020/21 we helped 8,609 people and handled £4m of debt and raised £3.3m in income for our clients.

Citizens Advice Nottingham & District is a brilliant and dedicated team of 46 paid staff and 40 volunteers who go out of their way to support everyone who comes to us.

We operate a number of projects including Help to Claim, MS Society and Social Prescribing Advice Link Service and across a number of locations.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

You can find out more details about our charity at www.citizensadvicenottingham.org.uk

How the Citizens Advice service works

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

The national charity includes:

- 800 national staff working in one of 6 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 3,000 Witness Service volunteers

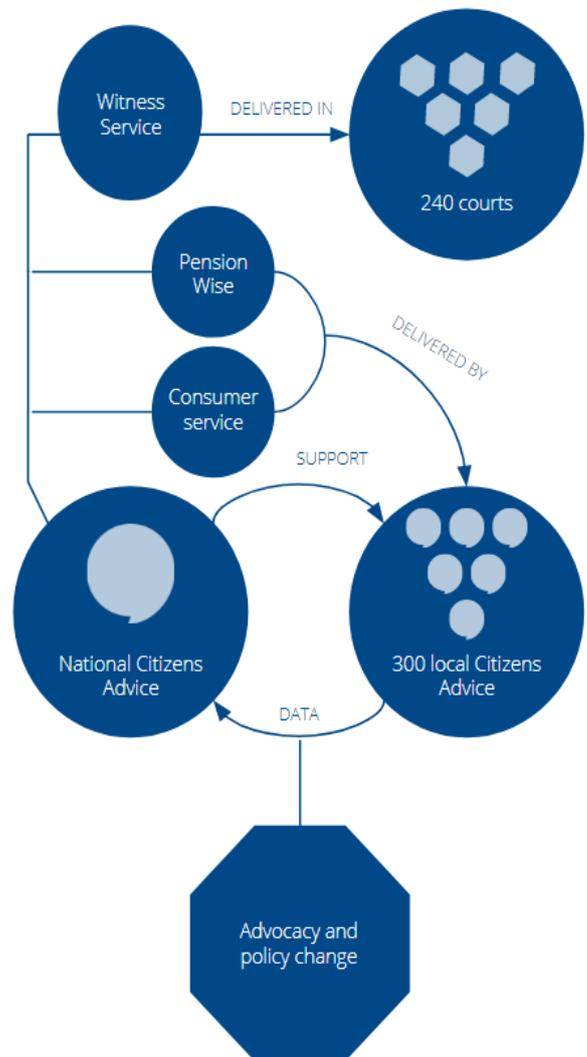
The local network members are all independent charities, delivering services from:

- 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.





Advice supervisor

We are looking for Advice supervisors to join our General Advice Team to supervise and support paid, volunteer and outreach advice workers.

We have a full-time post and a part-time post of 28 hours available.



Job description

Job title:	Advice supervisor
Contract term	Permanent
Reporting to:	Lead Advice Supervisor
Salary:	£26,060 full-time, pro rata for part-time
Hours:	37 hours per week (full-time), 28 hours per week (part-time)
Employers' Pension contribution:	5%
Location:	Hybrid working in our Nottingham city centre office and from home, with a minimum 40% of working time in our office
Purpose of the job:	To contribute to the smooth running of the advice session. To contribute to monitoring the quality of advice given. To support paid and volunteer advice workers (and outreach advice workers when face to face services resume).

Main duties and responsibilities

Service Delivery

As part of a team of Supervisors:

- manage practicalities of advice sessions at main office and remotely
- provide technical support and act as consultant to advisers
- monitor the quality of advice given to clients during advice sessions and through casework
- monitor quality of work from case records
- ensure all relevant policies and procedures are followed during the advice session

- act in an emergency during the advice session
- maintain and monitor effective and efficient administrative systems.

Policy and Campaigns

- identify relevant social policy issues and, together with other members of the team, take responsible appropriate action on a national or local level
- assist in monitoring the service provision to ensure it reaches the widest possible client group.

Planning and development

- advise the line manager on staffing and service delivery issues
- attend regular meetings of paid staff and volunteers
- supervise staff and volunteers through the provision of regular support and case reviews
- co-ordinate activities, procedures and systems to promote common policies and practices
- identify the training and development needs of staff and volunteers through support, supervision and appraisal.

Professional development

- participate in own supervision and appraisal
- work with line manager in identifying learning needs and appropriate ways of meeting them
- attend relevant internal and external meetings and training, as agreed with the line manager.

Other duties and responsibilities:

- encourage good teamwork and lines of communication between all members of team
- uphold the aims and principles of the Citizens Advice service and its equal opportunities policy
- abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- carry out any other relevant administrative and support duties required to ensure effective delivery the service.



Person specification

- Two years and ongoing experience of advice work (in debt, welfare benefits, housing and employment) preferably in a Local Citizens Advice Office, ideally qualified at the MAS Quality Framework supervisor level.
- Ability and willingness to work as part of a team.
- Ability to support and supervise volunteer advice workers working at the Generalist Advisers competency level both face to face and remotely.
- Effective communication skills both written and oral including the ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment.
- Proficient in IT, including experience of using Microsoft Office suite.
- Ability to demonstrate how s/he keeps knowledge up to date.
- An understanding of office administrative systems and a willingness to follow agreed procedures.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.