



## General Advice Lead 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
- How the Citizens Advice service works
- Information about the organisation
- The Job Description and Person Specification

Successful applicants will be invited to interview on a 'first-come-first-served' basis until the post has been filled. Any applications received after this will not be considered.

## 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 offering direct support to people in over 265 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 the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 265 LCA members.

The national charity includes:

- 1,000 national staff working in one of 4 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 2,500 Witness Service volunteers

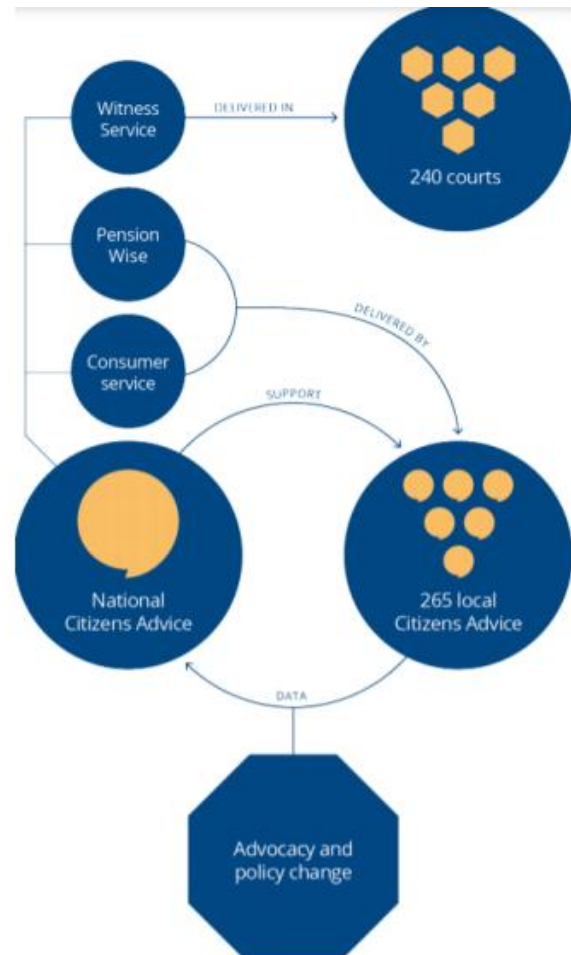
The local network members are all independent charities, delivering services from:

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

They do this with:

- 7,700 local staff
- over 21,300 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.



# 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, and then the subsequent cost-of-living crisis, has not stopped the brilliant work our staff and volunteers do to support clients across our communities. We've adapted our working practices and used technology to ensure we were available for our clients. In the year 2023/24 we helped 8,667 people and our debt team helped people manage a total of £3,761,469 debt and £644,963 was written-off with our help. Across the service we helped people claim £5,901,100 in benefits that they were entitled to, and £732,553 in income other than benefits.

Citizens Advice Nottingham & District is a brilliant and dedicated team of 53 paid staff and 47 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 Advice on Prescription 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](http://www.citizensadvicenottingham.org.uk)



## Our Culture

At Citizens Advice Nottingham & District our people are at the heart of everything we do – without them, we wouldn't be able to deliver the first-class service we provide every day. We offer much more than a place to come to work; we offer the chance to be part of a team that is welcoming and inclusive, a role that makes a difference to people's lives, particularly during the current cost of living crisis, and somewhere that recognises that work is only one part of your life – getting the right work life balance for **you** is important to **us**.

In our recent People Survey 2024, our staff told us that:



**88%** of people agreed or strongly agreed that their views are listened to and valued



**97%** of people agreed or strongly agreed that over the last 12 months people have treated each other with fairness and respect



**91%** of people agreed or strongly agreed that they would recommend our organisation as a place to work

## What we give our staff

We value the people who work here – and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A commitment to your development. We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- Support when things in your life change. We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- All staff, volunteers and trustees are signed up to TogetherAll for support with mental health and wellbeing.
- Casual dress code – wear what makes you feel comfortable
- 6.2 weeks paid annual leave (pro-rata)
- Hybrid model of working.
- Generous employer pension contribution.

## Equality and Diversity

Citizens Advice as a service and network is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues.



## General Advice Lead

We are looking for a dedicated and passionate **General Advice Lead** to lead, supervise and support our busy and friendly general advice team. Our general advice team deliver generalist advice via face to face, phone and online to our clients across Nottingham City, Rushcliffe and Gedling. It allows us to build partnerships with local organisations and funders and find more innovative ways to support people in our community.



## Job description

<b>Job title:</b>	General Advice Lead
<b>Reporting to:</b>	Head of Service Delivery
<b>Salary:</b>	£30,900 per annum full time, or pro rata for part time
<b>Hours:</b>	37 hours per week (part time of a minimum of 28 hours per week over 4 days considered)
<b>Employers' Pension contribution:</b>	5%
<b>Location:</b>	Based in Nottingham city centre with hybrid model between office and home and exceptionally providing cover at outreach
<b>Purpose of the job:</b>	To lead the General Advice service to agreed standards and provide effective support to staff and volunteers To monitor the quality of advice given To ensure that client needs are met To ensure service delivery is aligned to and meets client and funder needs

## Main duties and responsibilities

### Service Delivery

- Ensure the smooth and efficient running of the General Advice service through the allocation of resources across sessions in line with our service delivery model. Monitor and manage the flow of clients against capacity and make changes where needed.
- Ensure volunteers and staff are adequately supported and supervised

- Deal appropriately with any issues that arise during the session. These could include:
  - disturbances in reception or outreach locations
  - challenging clients and circumstances
  - issues with technology
- Provide technical support and act as consultant to advisers
- Monitor quality of work from case records
- Ensure all relevant policies and procedures are followed during the advice process
- Ensure services are delivered in line with Service Level Agreements and grants
- Attend cost of living, community and other general events as required
- Support the development of advice services to meet service level agreements
- Monitor data, trends, client and community needs and identify ways to meet these needs including funding opportunities
- Proactively seek ways to improve service delivery and reach to meet demand
- Investigate and report on general advice service complaints, data breaches and incidences
- Ensure the smooth and effective delivery of mandatory training and also general advice training both internally and externally

## **Staff and Volunteer Supervision**

- Responsible for the line management and supervision of a team of advice supervisors, volunteers and staff that support and deliver the general advice service
- Provide technical support to advisers and identify areas of further development for individuals and team
- Support and motivate volunteers to ensure a good volunteer experience
- Build positive relationships with volunteers, contributing to a welcoming environment for volunteers and showing appreciation for their contribution to the service.
- Keep staff and volunteers up to date with what's going on in the organisation/service and provide opportunities for feedback.
- Be proactive in identifying where volunteers may need support and help them overcome any barriers by providing support where relevant or contacting relevant people who can help.
- Manage individual performance and conduct issues as required
- Recognise and reward volunteers in a way that is tailored to volunteers' preferences.
- Manage staff through the provision of regular support and annual



appraisals

- Provide appropriate level of support and supervision to staff and volunteers depending on their level of competence
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice
- Create a positive working environment in which the General Advice team uphold our organisational vision and behaviours, and staff perform optimally
- Follow, and ensure, all internal policies are adhered to within the team
- Participate in the recruitment & selection process as well as induction of new staff
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.

## **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 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 values, aims, principles and policies of the Citizens Advice service in which equality, diversity and inclusion is embedded throughout
- 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 of the service.



## Person specification

### Essential criteria

- Two years recent experience of advice supervision, whose advisers delivered advice relating to welfare benefits, employment, debt, consumer, housing, family law, the civil court system and immigration (OISC level 1)
- Experience of managing people and performance management
- Able to monitor and analyse figures to ensure service delivery meets funder requirements
- Able to recognise issues and put plans in place to improve service delivery and performance
- Ability to build a positive team environment
- Be able to demonstrate a good technical knowledge of all welfare benefits
- 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, preferably Microsoft Office suite.
- Ability to demonstrate how knowledge is up to date.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality, diversity and inclusion is embedded throughout the general advice team.