

Training Supervisor

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice and Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice and Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Russell Osborne by emailing russell@northyorksica.org.uk or calling 01423 637250 ext 1023



Overview of North Yorkshire Citizens Advice and Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. We provide one to one advice to tackle their immediate problem and address any underlying and overlapping issues through specialist one to one advice provided by experienced and qualified advisers and highly skilled volunteers.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



The role

The Training Supervisor will be responsible for recruiting, training and supporting our team of volunteers and supporting the training of the paid staff team. This role really makes a difference to the service, increasing our volunteer capacity so that we can reach more people in need of our help. An understanding of the challenges in supporting volunteers of differing skill levels, learning styles and learning needs and from a diverse range of backgrounds is central to this role.



Job description

Volunteer Recruitment and Selection

- Promote volunteer opportunities, using different channels to target identified groups
- Deliver recruitment and selection activities that ensure a fit between the organisations needs and the volunteer's expectations
- Ensure new volunteers have a quality induction into the learning programme for their role.

Support, Supervision and Training

- Ensure trainees and other staff and volunteers are informed of the activities, content and practical issues in the Citizens Advice learning programmes
- Research, design and deliver training programmes, sessions, lesson plans and materials
- Ensure the effective performance management of volunteers through regular supervision sessions and the appraisal process
- Ensure activities to recognise and reward volunteers are in place and delivered
- Ensure volunteers are aware of the policies and procedures in place to manage how they operate within the organisation

- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and people can do their best
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role
- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.

Administration

- Provide oral and/or written reports on progress for line manager
- Ensure trainees are booked on to training courses and events and stocks of training materials are maintained
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.

Other

- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

Essential

1. Be able to commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting society and the implications of this on the client and the service
2. Have excellent interpersonal skills and the ability to communicate effectively orally and in writing, particularly in an education and development setting
3. Ability to manage volunteers, understand volunteering issues and a commitment to the value of volunteering

4. Ability to contribute to, implement and deliver training modules, combined with understanding of adult learning techniques/theories
5. Ability to supervise others including being able to recruit, develop and motivate volunteers
6. Good IT knowledge and the ability to use IT systems, packages and resources in the provision of training, record keeping and document production
7. Proven ability to give and receive feedback objectively and sensitively. A willingness to challenge constructively
8. An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of staff and volunteers
9. Ability to monitor and maintain performance against agreed targets
10. Willing and able to work in the Harrogate office and to regularly travel around other North Yorkshire offices, including Skipton, as and when required

Desirable

11. Experience within the Citizens Advice service or equivalent and an ability to demonstrate a solid knowledge of welfare benefits, debt and other enquiry areas, e.g. housing, employment, consumer, family and immigration.



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays
- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities

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

We are a disability confident employer and welcome candidates who will be using access to work.