

Advice Service Manager / Trainee (Harrogate)

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice & 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 & 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 Gillian Grimes by emailing gillian.g@northyorksca.org.uk or calling 01423 637250



Overview of North Yorkshire Citizens Advice & 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. Our experienced advisers and highly skilled volunteers provide personalised advice to tackle their immediate problem while also addressing any underlying and overlapping issues.

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, employment 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

As an Advice Service Manager (ASM), you will be responsible for all aspects of service delivery in the Harrogate office and the greater Harrogate and Craven area, ensuring excellent advice and customer service for all clients and creating a positive working environment for staff and volunteers. We are looking for either an experienced Advice Service Manager or a Session Supervisor who is looking to develop their career and would welcome the opportunity to train up.

You will lead the generalist and core advice team, including reception, admin and advice staff, and ensure that access to the Advice Session Supervisor is available at all times. You will be asked to cover the supervisor role regularly on the rota and will manage all staff and volunteers on the ground when necessary. You will be the person in charge and must be willing to turn your hand to anything and not shy away from responsibility.

You will be able to motivate the team, including those who work on different projects and in different areas, for example, at outreach locations. You will need to be highly organised and able to prioritise your own work and that of your team.

This role is part of a strong and supportive team of ASMs and Supervisors who are in regular contact and work together to create a positive and encouraging working environment. There is always a colleague at a similar or more senior level available for support, including when difficult decisions need to be made. We expect all staff and volunteers to work collaboratively and supportively, sharing responsibility, ideas and resources for the benefit of our clients and communities.



Job description

Service delivery

- Supervise the work of designated staff to ensure that standards meet

Citizens Advice requirements

- Ensure service delivery and adequate cover from available staff in partnership with the Senior ASM and Director of Operations
- Maintain and develop standards of service delivery
- Research, identify and respond to advice needs, particularly those of disadvantaged groups and specific geographical areas, by contributing to the design and delivery of the local advice plan
- Ensure that appropriate systems are maintained for case recording, statistics, follow up work and quality control by working in partnership with the quality team
- Provide high quality session supervision, working alongside quality and training teams to support advisers in handling constructive feedback.

Staff management

- Attend regular meetings of the management team
- Arrange and attend regular meetings of staff and volunteers
- Promote equality and diversity across the organisation, ensuring that issues are addressed
- Participate in the effective performance management and development of staff and volunteers through regular supervision, the appraisal process and learning and development, using our standard systems
- Plan and allocate work, monitor achievement of deadlines and support staff as appropriate
- Encourage good teamwork and lines of communication between relevant members of staff
- Participate in recruitment and induction of new staff as appropriate
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and people can do their best.

Other duties and responsibilities

- Ensure offices comply with Health and Safety legislation and that necessary supplies are available for staff and volunteers, in partnership with the Health and Safety lead
- Provide occasional cover for other offices when needed, either remotely or within reasonable travelling distance where possible
- Deliver pre-prepared service briefings to staff and volunteers, and contribute by sharing updates from Harrogate and Craven

- Prepare project reports and compile data as needed for service development and management tracking, with support from data leads and admin
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

1. Proven experience of advice supervision within a not-for-profit setting
2. Ability to lead a team or project, multitask effectively and remain calm under pressure
3. Proven excellent customer service skills, with the ability to motivate others to deliver a high standard of client care, for example, at a face-to-face drop-in or telephone service
4. Commitment to the aims and principles of the Citizens Advice service, including a strong commitment to equality, diversity and inclusion
5. Good understanding of the challenges facing communities today
6. Excellent interpersonal and communication skills, with the ability to engage effectively both verbally and in writing and to use digital platforms for communication
7. Desire to create a positive working environment, where dignity at work is upheld and staff and volunteers feel valued, supported and able to do their best
8. Proven ability to lead and contribute to a team, including the ability to prioritise own work, make necessary decisions and monitor the workload of others
9. Confident IT user, able to use Google Workspace and case management systems to support effective service delivery and reporting
10. Open to feedback and continuous improvement, with a willingness to learn, adapt and work collaboratively.



Office location

Audrey Burton House, Queensway, Harrogate, HG1 5LX



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and 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.