

# Advice Session Supervisor/ Advice Service Manager

## 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 Jane Ferguson by emailing [jane@northyorkslca.org.uk](mailto:jane@northyorkslca.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

The Advice Session Supervisor/Advice Service Manager will be responsible for providing support and supervision to staff and volunteers within our offices and online, as well as team members working remotely or at outreach settings. They will ensure the smooth and effective running of advice services by overseeing day-to-day operations, maintaining quality standards and guiding the team to deliver accurate, client-centred advice. The role also contributes to the development of the service by identifying training needs, supporting continuous improvement and upholding Citizens Advice values and policies.



## Job description

- Managing the practicalities of the advice session, ensuring adequate staffing and resources
- Providing an appropriate level of support and supervision to staff and volunteers, including guiding them to information sources, checking that all aspects of a client's situation have been considered and checking that follow up work is progressed
- Line managing a team of designated staff and volunteers, providing relevant training to all team members
- Monitoring the case records/telephone calls of staff and volunteers to meet quality standards and service level agreements
- Adapting the level of support to individual competence and needs, while balancing the needs of the wider team
- Ensuring remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice and ensure clients do not suffer detriment due to poor or inadequate advice
- Keeping technical knowledge up to date and providing technical support to advisers and/or caseworkers

- Creating a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Undertaking advice work when required
- Keeping up to date with Citizens Advice aims, policies and procedures and ensuring these are followed
- Attending regular team meetings and any other meetings relevant to the role
- Working cooperatively with colleagues and encouraging good teamwork, clear lines of communication and common practices within the team
- Carrying out any other tasks within the scope of the post to ensure the effective delivery and development of the service.



## **Person specification**

1. At least six months' experience delivering advice to clients on a broad range of subjects, such as benefits, debt and housing, and be signed off as a Citizens Advice Generalist Adviser or have completed equivalent training, e.g. from organisations holding the Advice Quality Standard (AQS)
2. Able and willing to work within one of our North Yorkshire offices (Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton or Whitby). Preference will be given to candidates able to travel to and work in the Harrogate area
3. Committed to and able to work within the aims, principles and policies of Citizens Advice, including delivering services that are free, confidential, impartial and independent
4. A good, up to date understanding of equality and diversity and its application to the provision of advice and the supervision and development of staff

5. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
6. Ability to communicate effectively verbally and in writing
7. Demonstrable understanding of the issues affecting society and their implications for clients and service provision
8. Strong awareness of the possible challenges involved in interviewing clients and the ability to manage complex interactions while maintaining professionalism
9. Ability to monitor and analyse statistics and to check accuracy of calculations
10. Excellent IT skills including use of case recording systems and use of electronic resources in the provision of advice
11. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment



## **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.**