

Training Supervisor

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, Director of Operations, by emailing gillian.g@northyorksca.org.uk or calling 01609 776551



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 Training Supervisor will be part of a team responsible for the recruitment, training, supervision and ongoing development of volunteers, as well as contributing to the training and development of paid staff. The role involves onboarding volunteers, providing ongoing support and supervision, maintaining accurate records and delivering relevant training sessions and learning programmes.

The successful candidate will be organised and proactive, able to manage competing priorities and take ownership of their responsibilities. They will be a confident and engaging communicator, able to build positive working relationships, provide constructive feedback and recognise when issues need to be addressed or escalated. They will also be part of the Northallerton office management team, sharing responsibility with other team members for key holding and Health and Safety. This post is based at our Northallerton office.



Job description

Volunteer recruitment and selection

- Promote volunteer opportunities through a range of channels to reach diverse and targeted audiences
- Coordinate and deliver recruitment and selection processes, ensuring volunteer skills, interests and expectations are matched with organisational needs
- Interview prospective volunteers and make recommendations in line with agreed recruitment criteria
- Coordinate onboarding and induction, ensuring new volunteers are well-prepared for their roles and understand relevant policies, procedures and expectations
- Coordinate offboarding processes when volunteers leave the organisation.

Volunteer support, supervision and training

- Provide day-to-day support and supervision to volunteers, maintaining regular communication and responding promptly to questions, concerns and support needs
- Monitor volunteer attendance, engagement and compliance with agreed requirements, addressing concerns appropriately and escalating issues where necessary
- Support volunteers to develop their knowledge, skills and confidence through regular check-ins, feedback, coaching and agreed development activities
- Contribute to the supervision and development of paid staff, including delivering training and feedback to other Citizens Advice offices where appropriate
- Research, develop and deliver relevant, engaging training sessions, lesson plans and learning programmes for volunteers and staff
- Keep volunteers and staff informed about learning programme content, activities and logistical arrangements
- Monitor participation and progress through learning programmes and take appropriate action where additional support is needed
- Stay informed about relevant research, campaigns, legislation and developments, incorporating key information into training where appropriate
- Implement agreed recognition and reward initiatives that celebrate volunteer contributions
- Ensure volunteers understand and follow organisational policies and procedures
- Promote an inclusive and respectful working environment that values equality, diversity and dignity
- Maintain and develop personal knowledge and skills to provide appropriate and tailored support based on individual needs and competencies.

Administration

- Maintain accurate and up-to-date records relating to volunteer recruitment, onboarding, supervision, training, attendance, engagement and development

- Coordinate bookings for training sessions and ensure relevant resources and materials are available
- Prepare oral and written progress reports for the line manager as required
- Seek support from the administration team or other relevant colleagues when required to ensure administrative processes are completed effectively
- Provide general administrative support to ensure the smooth delivery of the training service
- Work collaboratively with colleagues, sharing information effectively and contributing to the continuous improvement of the training service.

Office Supervision

- Work jointly with other supervisors to ensure the smooth running of the office
- Prepare and monitor the office rota so that staff and volunteers know who is available for support
- Act as a key holder for the office
- Support Health and Safety responsibilities on a rota basis
- Report any issues relating to the office to the Duty Manager and take appropriate action where required
- Provide cover for other supervisors during periods of holiday or sickness.

Other

- Attend training relevant to the role as agreed with the line manager
- Undertake additional tasks within the scope of the role, as required, to support the effective delivery and continuous improvement of the service.



Person specification

Essential

1. Experience of delivering training or teaching to a relevant standard and a willingness to engage with people from a variety of backgrounds both face to face and online

2. Experience of supporting, supervising, coaching or developing volunteers, staff or learners
3. Strong verbal and written communication skills, with the ability to communicate clearly, confidently and engagingly with a range of people
4. Ability to plan and deliver effective training sessions and contribute to the development of learning materials and programmes
5. Ability to give and receive feedback constructively and sensitively, including addressing concerns where necessary
6. Well organised, with the ability to manage competing priorities, complete tasks within agreed timescales and maintain accurate records
7. Proactive approach, with the ability to take ownership of responsibilities and work independently while knowing when to seek advice or escalate an issue
8. Ability to monitor attendance, engagement, compliance and performance against agreed requirements and take appropriate action where necessary
9. Ability to contribute to the smooth running of an office, including working collaboratively with other supervisors and taking responsibility for designated office and Health and Safety duties
10. Proficient in using IT systems for training delivery, communication, documentation and record keeping.

Desirable

11. Willingness and ability to travel to our Richmond office (North Yorkshire)
12. Knowledge of the advice or charity sector.



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Sociable working hours - no evenings/weekends
- 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 55p 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.