



**Reigate &
Banstead**

July 2019

Vacancy for an Advice Team Supervisor

Location: Redhill or Redhill/Banstead Surrey

Closing date: Friday 16 August 2019

The Opportunity

Citizens Advice Reigate and Banstead is expanding and wants to strengthen its staff team by appointing enthusiastic supervisor/training supervisors. The successful candidate will also have her/his own case work. Part time applicants are welcome. Part-time post-holders will be based at either our Redhill or Banstead offices, a full-time supervisor 4 days at Redhill, 1 at Banstead. Applicants need to be existing supervisors or experienced volunteer advisors already working within Citizens Advice. Supervisor training can be given to the right candidate.

This is an excellent opportunity to work with a charitable organisation affiliated to a nationally recognised network. You will:

- Receive high-quality training and career-building personal development
- Develop project management and communication skills
- Work with a skilled and motivated team, and
- Be continuously supported in your role.

The Role

Staff learning, development and training, working alongside and guided by the Training Manager

- Identify learning and development needs of designated staff and contribute to our learning and development plan.
- Develop inclusive learning and development activities to meet quality standards in line with the learning and development plan.
- Facilitate inclusive-group and/or one-to-one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.
- Contribute to the assessment of competence of designated staff.
- Co-ordinate assessment activities and make final decisions on competence.

Supervising advice sessions and/or casework

- Manage the practicalities of advice sessions and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records/telephone calls of designated staff to meet quality standards and service level agreements.
- Ensure 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.
- Keep technical knowledge up to date and provide technical support to advisers and/or caseworkers.

Staff management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction of new staff as delegated.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.

General

- Undertake advice work as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular bureau and external meetings relevant to the role (staff, team, management, trustee board, consortium etc).
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Networking and partnerships

- Develop links with statutory and non-statutory agencies relevant to the role.
- Use influencing skills to promote the charity and foster good relationships with external organisations.

Key Skills

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
- 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.
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Ability to communicate effectively verbally and in writing.
- Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
- Demonstrable understanding of the issues involved in interviewing clients.
- Proven ability to manage/supervise others, including ability to recruit, develop and motivate staff.
- Proven ability to monitor and maintain service delivery against agreed targets.
- Ability to monitor and analyse statistics and check accuracy of calculations
- Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training.
- Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
- Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
- Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
- Ability to monitor and maintain recording systems and procedures.
- A commitment to continuous professional development.

The Offer

Salary: c. £25,000- £27,500 FTE (dependent on experience)

Hours per week: Full-time hours = 37.5 (part-time applicants welcome).

Type of contract: Permanent

Pension: Employer contribution: 6% of salary; employee contribution: 2% of salary

Holidays: FTE = 28 days per annum including Bank Holidays

Closing date: Friday 16 August 2019

Interview dates: Wednesday 21 and Thursday 22 August 2019

How to apply

**Request an application pack (CVs not accepted), please email:
training@carbs.org.uk**

Citizens Advice values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We aim to be an equal opportunities employer.

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Citizens Advice Reigate and Banstead Limited

Charity Registration Number: 1104970

www.carbs.org.uk

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