



Advice Supervisor Job information pack

Thank you for your interest in working at Citizens Advice Reigate and Banstead. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice Reigate and Banstead.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice Reigate and Banstead and the Citizens Advice Network
- The role
- What we give our staff
- Role Profile and Person Specification
- The recruitment process and how to apply

Want to chat about this role?

If you want to chat about the role further, you can contact Lucy Harris Training Coordinator at lhar@carbs.org.uk



Our Values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We are part of the Citizens Advice network and offer direct support to people as one of the 280 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



Citizens Advice Reigate and Banstead

Citizens Advice Reigate and Banstead's 50 volunteers, staff and trustees help over 3000 people with over 12000 issues every year. We provide high quality advice and an inclusive service to the whole of Reigate and Banstead. We understand that our community is facing difficulties and we are there to support them to find a way forward when they need us. We provide free, confidential, independent and impartial advice on a range of issues. Our most common enquiries are on Benefits,



Charitable support including food and fuel banks and Housing. In addition, we offer specialist casework services for Debt and have partnerships with local solicitors who offer free 30-minute appointments. We understand that our community has different needs therefore we currently offer advice and support via the following methods: face to face at our offices and outreach locations, telephone advice via Adviceline and booked appointments, email advice through national and local enquiries.

Reigate and Banstead is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough and our priority is to support the most vulnerable in our community. Benefits continue to be the biggest issue clients seek support with, however we have recently seen more clients needing support with housing, employment, and debt issues.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaigning we speak up on the issues that affect people's lives.



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

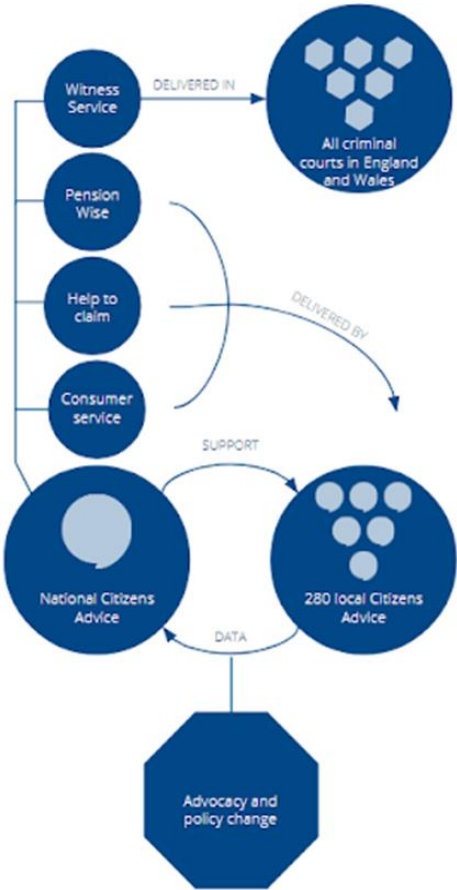
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- Over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



A simple line-art icon of a person's head and shoulders, facing forward.

The Role

There has never been a more important time to work for Citizens Advice. As energy bills rocket and costs continue to rise, many are struggling to make ends meet, and we're experiencing record-breaking demand for our services. We give people the knowledge and confidence they need to find their way forward – whoever they are and whatever their problem.

We are seeking someone who is passionate about giving an effective service to everyone and who is not afraid to drive change and improvement. You will need to demonstrate that you are a strong team player, with an eye for detail, and have great people skills. You will thrive in a busy environment and have a positive 'can do' attitude. You will also be passionate about helping others to reach their full potential, contributing to their development, and seeing them thrive. You will have excellent communication skills and the ability to supervise, motivate and manage people. You will complement this with strong IT skills.

You may currently be working as an experienced adviser or caseworker within our service and looking to step up to a supervisory role. Or you might have transferable skills from another similar organisation and want to train in advice giving to enable you to assume a supervisory role. Either way, we are keen to hear from you.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.

There is no formal deadline for this post but we are keen to fill the role as soon as possible, with an early start date.

What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. The role has an attractive remuneration package with excellent terms including:

Flexible working week. We are open to all discussions about flexible working. We want to enable you to have a good work/life balance that suits your needs as well as those of the business

Hybrid working - some office attendance at Redhill and/or Banstead

Generous employee pension scheme - further details of this scheme will be provided to the successful applicant at offer and contract stage

20 core days, 8 UK National bank holidays, plus additional days to be taken in December between Christmas and New Year.

High quality training and personal development



Role Profile

Role:	Advice Supervisor
Location:	Based in Redhill and/or Banstead
Salary:	£28,500 – £32,450k FTE depending on experience
Hours:	We have vacancies for up to 1.5 FTE We are happy to accept part time/job share applications 37.5 hours per week pro rata
Reporting To:	Chief Officer
Responsible For:	To supervise advice service delivery to agreed standards and provide effective support to volunteers and paid advisers



Closing Date	
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Key Accountabilities	Key Elements and Tasks
Supervising	<ol style="list-style-type: none">1. Manage the practicalities of the advice session and ensure adequate staffing and resource.2. Keep advice knowledge up to date and provide appropriate level of support and supervision to individual volunteers depending on their level of competence.3. Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.4. Undertake quality assurance including case checking and giving constructive feedback to volunteers with a view to maintaining their motivation, allowing them to develop their skills and achieve our quality objectives.5. Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team-work and clear lines of communication.6. Create a positive working environment in which equality and diversity are well- managed, dignity at work is upheld and volunteers are motivated to do their best.7. Take lead responsibility for other key areas of the service as agreed with managers.
Research and Campaigns	<ol style="list-style-type: none">8. Keep up to date with research and campaigns issues.9. Promote research and campaigns activity to the volunteer team.
Learning and development	<ol style="list-style-type: none">10. Identify learning and development needs of the volunteer team. Contribute to the organisation's



Key Accountabilities	Key Elements and Tasks
	<p>learning and development plan.</p> <p>11. Organise internal and external learning and development activities to ensure competence and continuing development of the volunteer team.</p> <p>12. Carry out supervision of the volunteer team through regular feedback, ones to one and annual appraisals.</p> <p>13. Participate in the recruitment & selection process of new volunteers. Support new volunteers through induction and training to achieve competence.</p>
Professional Development	<p>14. Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training.</p> <p>15. Attend relevant internal and external meetings as agreed with the Advice Services Manager.</p> <p>16. Prepare for and attend supervision sessions/team meetings/staff meetings/board meetings as appropriate.</p>
Other duties and responsibilities	<p>17. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service.</p> <p>18. Demonstrate commitment to the aims and policies of Citizens Advice.</p> <p>19. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</p>
<p>Please note that this job description does not constitute a 'terms and conditions of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	



Person Specification

Essential Knowledge, Skills and Experience

1. Recent experience of advice work.
2. Experience of supervising staff and volunteer advice workers to achieve required standards.
3. Ability to motivate volunteers including giving and receiving feedback objectively and sensitively
4. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
5. Ability to communicate effectively both orally and in writing.
6. Understanding of the issues involved in interviewing clients.
7. Experience of working to prescribed quality standards.
8. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment.
9. A flexible approach and the ability and willingness to work as part of a team.
10. Ability to monitor and maintain recording systems and procedures, using IT as appropriate
11. The ability to work flexibly at different locations and with different teams of staff and volunteers
12. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality policies.
13. Understanding of, and ability to undertake research and campaigning work.

Desirable Knowledge, Skills and Experience

- Citizens Advice Session Supervisor experience
- Appreciation of the local community and social challenges in the area

The recruitment process and how to apply

1. Complete an application and diversity monitoring form.
2. Return completed application form and diversity monitoring form to recruitment@carbs.org.uk

Please note CV's will not be accepted as a substitute for the application form.

What you can expect from us:

- We will confirm safe receipt of your application
- We will let you know if you have been shortlisted
- We are happy to provide feedback at all stages of the recruitment process.

Important information about the person specification

The person specification plays a key part in our recruitment and selection process. We use the information you provide in this section about your skills and experience to decide whether or not to invite you for an interview. It is important that you give specific examples which demonstrate how you meet the points on the person specification.

No assumptions will be made about your abilities to meet the criteria in the person specification. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

A useful guide to completing the person specification is S.T.A.R:

Specific. Give a specific example

Task. Briefly describe the task/objective/problem

Action. Tell us what you did

Results. Describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or

unpaid work, school or college work, family or home responsibilities, can also be given.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Reigate and Banstead does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.



Criminal convictions

Anyone who applies to work within Citizens Advice Reigate and Banstead will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Reigate and Banstead – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service checks (DBS)

The post is not subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

In accordance with Citizens Advice national policy, we may arrange for the successful candidate to be screened by the DBS.

Equality and diversity

Citizens Advice Reigate and Banstead recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice Reigate and Banstead will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

Dignity at work

Citizens Advice Reigate and Banstead is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

Political Impartiality

An important part of the principle of impartiality is that Citizens Advice Reigate and Banstead staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.