



LeicesterShire

Sharing knowledge to transform lives.

We Listen, We Act, We Empower.



We Care



We Help



We Excel



We Challenge

Job Description & Person Specification

Indicative Advice Session Supervisor - Crisis Resilience Fund

Role Details

Salary	Starting salary £27,500 FTE increasing to £28,500 FTE (37 hrs) subject to satisfactory completion of training and probationary period. Pro-rata for part-time hours
Benefits	Click here to see the range of benefits we offer
Hours	Full time and part-time hours considered
Contract	Permanent
Location	Travel across Leicestershire to branches and community venues, plus some home working
Line Manager	Service Manager / Service Supervisor
People Management	This role has day to day supervisory responsibility for staff and volunteers, including oversight of the quality of their work
DBS Check	This role is subject to a basic DBS check

Purpose of Role

Our client-facing advice services are delivered through a tiered model, with each tier reflecting the level of complexity and expertise required to support clients effectively.

This role supports staff and volunteers working across the 3 Tiers.

Tier 1 – Information, Guidance & Signposting

Tier 2 – Generalist Advice & Casework

Tier 3 – Specialist Advice & Complex Casework

Supervision of staff and volunteers delivering advice services. The sessions include assessment and advice delivered via a combination of face to face, outreach and remote channels. Supervisors are required to successfully complete assessor, adviser and supervisor training.

Main Duties and Responsibilities

- Managing advice and assessment sessions to ensure client needs and funder targets are met and that appropriate numbers of staff and volunteers are available.
- Monitor assessor and adviser performance to ensure that a consistently high standard of service is provided to clients.
- Provide feedback, advice and support to staff and volunteers to help them to develop their skills and maintain quality standards.
- Case-checking and follow-up with staff and volunteers — raising issues with the service manager where appropriate.
- Ensuring research and campaigning issues are recorded; monitoring trends in areas of need and client groups.
- Maintaining rolling lists of case studies and client feedback.
- Providing data collection and reports as required.

Supervising advice and assessment sessions

- Manage the practicalities of the advice/assessment session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision, including monitoring of case records, telephone calls and face-to-face interactions with individual staff and volunteers depending on their level of competence.
- Identify remedial and developmental issues and act to develop individuals and improve the quality of advice.
- Keep technical knowledge up to date and provide technical support to advisers and assessors.
- Quality check case files against our AQS benchmarked Performance and Quality Framework.

- Complete MaPS accredited training for quality file checking and support independent file review of FCA regulated debt casework alongside the Specialist Manager.

Staff and volunteer support

- 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 and training of new staff as delegated.
- Ensure volunteer training records are maintained and raise identified training needs with the service manager.

Targets

- Ensure all required DWP outcome data is collected and accurately recorded on Casebook for every case, kept up to date throughout the life of the case, and that cases are closed appropriately with all necessary information complete at the point of closure.
- Work with the service manager to complete volunteer one to one sessions and annual appraisals.
- Ensure all allocated case checking is completed within deadlines.
- Ensure quality standards are met and contribute to the maintaining of organisational quality score to a minimum RAYG rating of Amber.

Research and Campaigning

- Contribute to both local and national campaigns where appropriate.
- Keep up to date with research and campaigning issues and work with the service manager to ensure this work is promoted and integrated within service delivery.
- Raise and submit evidence forms where client circumstances fit with campaigns
- Raise with clients (after consultation with line manager) the possibility of their involvement in campaigns.

Professional Development and Training

- Engage with training and personal development processes to develop required supervisor/adviser skills.
- Keep up to date with advice changes.
- Keep up to date with policies and procedures.
- Attend relevant internal and external meetings as agreed with your line manager.
- Prepare for and attend supervision and appraisal meetings.
- Successfully complete assessor, adviser and supervisor training.
- Identify your own learning and development needs and take steps to address these.
- Complete training mapped to the relevant MaPS Occupational Standards for your role.

Other duties and responsibilities

- Undertake advice in the event of staff and volunteer absences.
- In the absence of the team administrator, ensure incoming post is dealt with appropriately.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Work with the service manager and administrator to develop and maintain effective processes, systems and records across the service.
- Monitor and evaluate activities appropriate to the role and contribute to the planning process by providing regular reports and feedback on the areas of responsibility.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the service team.
- Abide by health and safety guidelines and share responsibility for your own health and safety, and that of colleagues.
- Be able to accommodate reasonable changes in working hours in order to meet the needs of the business.

- Any other duties as required to ensure the effective provision of the service.

Our Values

At Citizens Advice Leicestershire, everything we do is guided by our four core values. We expect all staff, volunteers and apprentices to demonstrate these in how they work

Our Values	Our Behaviours
 We Care	• We are passionate about our purpose and delivering positive outcomes • Our beneficiaries' best interests are central to everything we do • We listen carefully and practice compassionate communication • We go the "extra mile". for our beneficiaries, our staff, volunteers and partners
 We Help	• We provide information and support that is tailored to meet your needs • We help you to help yourself and offer support that builds resilience • We work together internally and with our networks to find solutions • Our services are accessible, and our staff are responsive
 We Excel	• We measure our performance against high quality benchmarks and metrics • We encourage and act upon constructive feedback • We are a learning organisation and invest in our own development • We can be relied upon to "do what we say"
 We Challenge	• We speak up for those who find it difficult to be heard • We speak out against poor behaviour wherever we see it • We dare to try new things and challenge the status quo, internally and in society • We stand up and campaign for a fairer society

Person Specification

	Criteria	Essential / Desirable	Measured by
1	Committed to the aims, principles, and values of Citizens Advice LeicesterShire.	Essential	A
2	Able to travel to locations across Leicestershire.	Essential	A
3	Respectful and open to views, values and cultures different from your own.	Essential	A
4	Excellent communication skills, written and verbal, across a range of methods including face to face, telephone, digital platforms, and email.	Essential	A, I
5	Excellent IT skills across a range of applications, particularly Google Workspace and case management systems.	Essential	A, T
6	An understanding of confidentiality and data protection responsibilities, including safe handling of sensitive personal information in line with GDPR.	Essential	A
7	Able to work with and interpret numerical and statistical information, including percentages, to monitor performance and report on targets.	Essential	A, T
8	Experience of delivering advice formally or working in a client-facing or customer-facing role.	Essential	A
9	Completed assessor, adviser, and/or supervisor training already.	Desirable	A
10	Understanding of the issues involved in supporting and interviewing vulnerable clients	Essential	I
11	Able to manage staffing and resourcing to ensure advice and assessment sessions meet client needs and funder targets.	Essential	I
12	Able to plan and prioritise own workload, meeting deadlines and targets.	Essential	I
13	A willingness to learn and develop, including completing assessor training, advisor training, supervisor training, MaPS accredited training, any other required training, and ongoing CPD requirements.	Essential	I

14	Able to build strong working relationships and rapport with team members, using this to motivate, direct, and identify where individuals need support or development.	Essential	I
15	Able to engage with clients in a warm, non-judgmental way, including those who are in distress or vulnerable circumstances.	Essential	I
16	Able to listen carefully, extract key information, and identify priority or time-sensitive issues - including reviewing casework and advice given by others.	Essential	I, T
17	Able to maintain clear, accurate, and timely records of work carried out with or on behalf of clients.	Essential	I, T
18	Able to give and receive feedback in a professional manner, and challenge constructively where appropriate.	Essential	I, T
19	Able to work well as part of a team, with a flexible, self-motivated approach and the ability to work independently when needed.	Essential	I
20	Able to identify practical solutions to problems, including recognising risk in advice, processes, or team practice, and taking appropriate action to address it.	Essential	I
21	Able to manage emotionally demanding work, sustain performance under pressure with appropriate support and maintain your own wellbeing over time.	Essential	I
22	An awareness of safeguarding responsibilities, with the ability to recognise, respond to and report concerns appropriately.	Essential	I
23	Experience of checking case files against a benchmarked performance and quality framework, such as AQS.	Desirable	I
24	An understanding of the distinction between generalist money guidance and FCA regulated debt advice.	Desirable	I

Measured by:

A = Application Form I = Interview T = Test E = Extra activity

Home/Hybrid Working

For roles that include home working, it is a requirement that you have a reliable internet connection, a private space to work confidentially, and a safe, comfortable setup in line with our home working policy. You'll be trusted to manage your own time and work independently while remote. Because of restrictions on accessing our systems, your primary residence needs to be in England or Wales.