

Quality Coach

Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. 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 Sandwell & Walsall.

Want to chat about this role?

If you would like to chat about this role further, you can contact us at:
staffrecruitment@citizensadvicesandwell-walsall.org

..

Our Aim, Vision & Values

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Aim

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Our Vision

We will enable individuals and families in need by providing quality advice and advocacy. We constantly expand our partnerships and stakeholder network to strengthen our ability to influence policy and command change for the good of the community. We have highly trained professional teams that have the knowledge and skills to make the biggest positive impact.

Our Values

- We make a positive difference to the community
- We develop the knowledge of our people and are a learning organisation
- We celebrate individual and collective achievements that we can build on
- We embrace diversity and stand up for equality

Overview of Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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. Whatever the problem, we won't turn people away.

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.

The Citizens Advice service is made up of Citizens Advice - the national

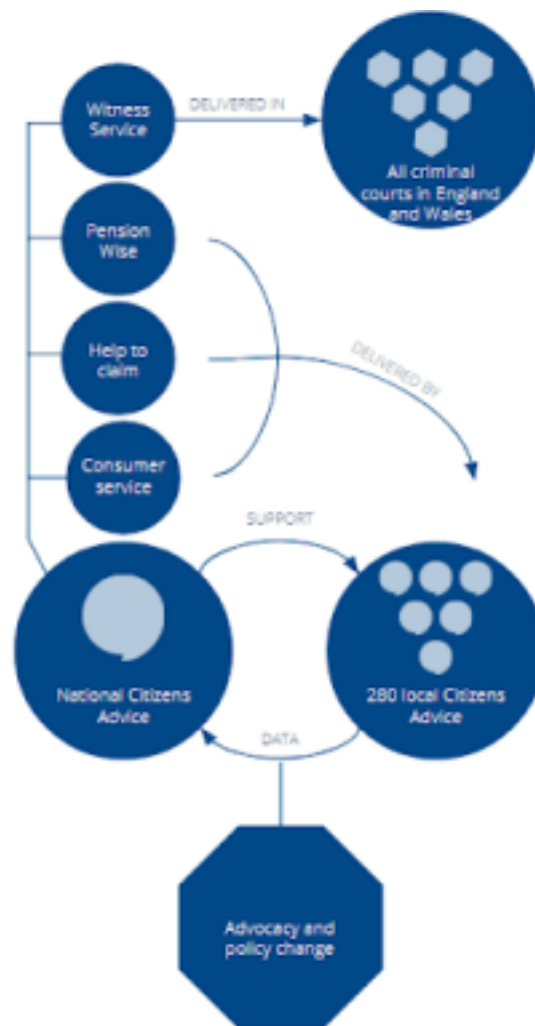


charity - and a network of around 300 local Citizens Advice members.

We have a network of independent charities, delivering services from

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

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.



The role

Hours: 37 hours per week

Salary: £29,949.57per annum

Contract: Fixed Term until March 2027 with the potential to transition into a permanent role

Reports to: Senior Services & Quality Lead

Location: Sandwell & Walsall

Job Purpose:

To ensure high-quality, consistent, and compliant advice services by monitoring advice quality, supporting and developing staff and volunteers, and contributing to the operational delivery of advice services. The role leads on quality assurance across the organisation, ensuring compliance to Quality of Advice standards, organisational policies, and funder requirements, while promoting continuous improvement and positive client outcomes.

Key Responsibilities

- Monitor and review case records and calls of designated staff and volunteers to ensure they meet required standards and service level agreements across multiple funding streams.
- Ensure compliance with the Quality of Advice Standard and other relevant regulations.
- Support management through delivery and monitoring of QAA requirements.
- Participate fully in QAA workshops, meetings, and organisational processes.

- Lead on the quality of advice when supporting or mentoring staff and volunteers, ensuring advice meets QAA standards.
- Identify remedial and developmental issues, escalating where necessary to prevent client detriment.
- Create improvement plans for individuals, teams, and specific funding streams as required.
- Ensure appropriate systems are used and maintained for case recording, statistics, follow-up work, and quality control.
- Ensure all relevant organisational policies and procedures are followed.
- Keep technical knowledge up to date and promote compliance to best practice.
- Provide timely feedback, coaching, and support to staff and volunteers to develop technical knowledge and competence.
- Observe advisers and trainees in practice, providing constructive developmental feedback.
- Identify learning and development needs of designated staff and volunteers.
- Contribute to the organisation's learning and development plan, delivering or organising one-to-one sessions, and training opportunities.
- Provide or contribute to the design and delivery of QAA and other training.
- Create and support a positive working environment in which equality, diversity, and dignity at work are upheld.

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert others to research and campaign options, through identifying any trends during quality checks

Administration

- Attend relevant internal and external meetings as agreed with the line manager.
- Compile and submit monthly monitoring forms to support Quality Manager for reporting purposes
- Ensure all work conforms to the organisation's systems and procedures.
- Maintain effective administrative systems and accurate records in line with organisational expectations.
- Promote effective referral processes internally and externally.
- Attend regular internal and external meetings as required.

Other

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Person specification

| ESSENTIAL | |
|---|----|
| <p>1.Advice and Quality experience Experience working in an advice-giving environment, holding the Adviser Learning Programme (ALP) or equivalent, with strong knowledge of QAA, and the ability to monitor, review, and evaluate casework quality across multiple funding streams.</p> | AI |
| <p>2.Staff & Volunteer Development Proven experience supporting, supervising, coaching, and motivating staff and volunteers, including identifying training needs, delivering training or facilitation, leading meetings, and providing objective, constructive feedback.</p> | AI |
| <p>3.Communication & Client Focus Excellent verbal and written communication skills, with the ability to explain complex information clearly, use sensitive listening and questioning techniques, deliver advice across multiple channels (telephone, webchat), and work empathetically with vulnerable clients.</p> | AI |
| <p>4.Organisation, IT & Data Skills Strong organisational skills with the ability to prioritise workloads, meet deadlines, maintain accurate records, use case management systems and digital tools confidently, understand statistics, and produce clear written and verbal reports.</p> | AI |
| <p>5.Professional Practice & Compliance Commitment to confidentiality, data protection, organisational policies and procedures, and the aims and principles of the Citizens</p> | AI |

| | |
|---|----|
| Advice service, with the confidence to challenge poor practice constructively and support continuous improvement. | |
| <p>6.Values, Flexibility & Learning</p> <p>Demonstrated commitment to equality, diversity, and inclusive practice; a positive, empowering approach to work; flexibility in working hours; willingness to learn, attend training and meetings, and explore new ways of working.</p> | AI |

What we give our colleagues

We value all our colleagues and offer a **supportive culture** within a charity setting that is committed to social justice. All of our roles attract a rewarding remuneration package with excellent terms including:

- **Generous Holiday Allowance** – Enjoy **26 days** of annual leave, plus bank holidays—and **an extra day off to celebrate your birthday!** Your entitlement increases to **31 days** after 5 years of service and **33 days** after 10 years
- Secure your future with our competitive **pension scheme**
- **Volunteering Day** – Take one fully paid day per year to support a cause you’re passionate about
- All paid staff are eligible to apply for a **Blue Light Card** giving you access to amazing discounts on shopping, dining, travel, entertainment, and more
- We conduct **annual pay reviews** to ensure fair and competitive pay

- **Flexible** – Options for flexible working to support work-life balance
- **Health & Wellbeing Support** – Access to an Employee Assistance Programme (EAP)
- Training programs, funding for **professional qualifications**, or personal development opportunities
- We offer a number of **inclusive policies** designed to cater to the diverse needs of our colleagues. Some of the policies we offer include:

Carers' Policy – Unpaid carers will be entitled to paid leave entitlement of up to 3 working days and 5 days unpaid leave every 12 months

Menopause Policy – Providing guidance and support for those experiencing menopause, ensuring a comfortable and respectful work environment

Trans Inclusion Policy – Committing to an inclusive workplace for all gender identities, with clear support and resources for trans employees

How to apply

If you would like to apply for this position, please submit an application form detailing your suitability in relation to the person specification. Send your application to our recruitment team at staffrecruitment@citizensadviceandwell-walsall.org by 11:59 pm on Sunday 18th May 2025.

If you require any adjustments or support to help you with your application, please don't hesitate to contact us at: staffrecruitment@citizensadviceandwell-walsall.org

Applicants must have the right to work in the UK. Proof of eligibility will be required before employment begins.

We appreciate your interest in this opportunity and wish you all the best with your application!

