



Advice Session Worker

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.

Want to chat about this role?

If you want to chat about the role further, you can contact us at staffrecruitment@citizensadvice-sandwell-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

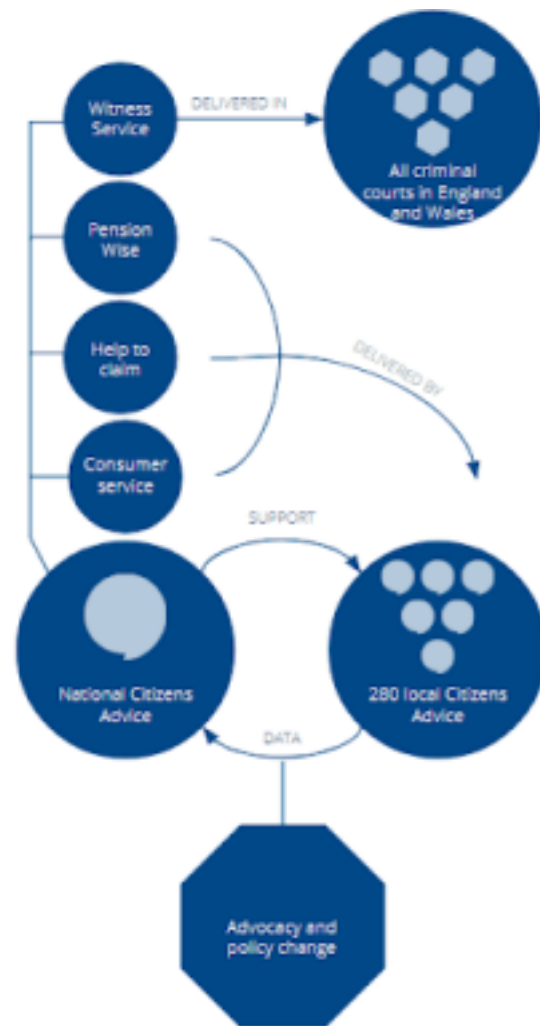


charity - and a network of around 300 local Citizens Advice members.

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 hrs per week

Salary: £29,000 per annum - Qualified

£27,500 - Trainee

Contract: Fixed Term until the 31st March 2026

Location: Sandwell & Walsall

Closing Date: Monday 26th May 2025 @ 11:59pm

Job Purpose:

To lead and manage the advice sessions, ensuring the delivery of high-quality, client-centred services. The role involves providing clear and effective leadership, managing and motivating a team of volunteers, and creating a supportive environment where services are delivered seamlessly and efficiently.

Key Responsibilities

- Plan and manage the practicalities of the advice session and ensure adequate staffing and resources
 - Keep technical knowledge up to date and provide appropriate level of support and supervision to individual volunteers and staff (where appropriate) depending on their level of competence
 - 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
 - Monitor completed case records / telephone calls and webchat by designated staff/volunteers to meet the Quality Assurance standards and service level agreement
 - Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role
 - You will lead on the quality of advice within your locality and ensure that the advice given meets QAA standards, you also attend regular QAA meetings to address the quality of advice across the organisation
 - Be able to deputise in the absence of the Locality Manager and/or when needed.
- Volunteer Management

- Identify learning and development needs of designated volunteers, contribute to the organisation's learning and development plan by organising inclusive activities, one-to-one sessions and booking and delivering appropriate training
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication and promote effective referrals both internally and externally. Attend regular internal and external meetings
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff/volunteers perform optimally
- Observing trainees advising Clients and providing feedback following observations

Learning, Development & Training

- Identify learning and development needs of designated volunteers and contribute to the organisation's plan
- Facilitate inclusive groups and / or one to one learning and development activities
- Take responsibility to support the volunteers in your locality and progress them through the adviser learning programme
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated volunteers
- Contribute and co-ordinate the assessment activities and competence of designated volunteers

Networking

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

Person specification

	Essential	Method of Assessment
Experience	• Ability to create a positive working environment by being solution focused • Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting society and the implications of this on the client and the service • Proven ability to manage / supervise others including ability to recruit, develop and motivate staff and volunteers as well as ability to give and receive feedback objectively and sensitively • Experience of writing complex and detailed case notes that accurately reflect advice sessions. • Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check the accuracy of calculations • Be prepared and able to work at different locations across Sandwell & Walsall be willing to work flexibly to meet the needs of the business and our clients	Application & Interview

Knowledge	• Have a good knowledge of advice areas and topics covered by Citizens Advice Sandwell & Walsall • Have a minimum of 12 months experience of working in the advice sector or equivalent • A good knowledge and understanding of quality standards set out by Citizens Advice	Application & Interview
Qualification	• Hold Adviser Learning Programme (ALP) certificate and full Generalist Adviser Qualification	Application & Interview
Skills	• Ability to deliver training/facilitation skills • Ability to build develop relationships at all levels • Ability to make decisions and problem solving • Good planning and organisational skills • Ability to manage own time, prioritise and meet tight deadlines • Skilled in report writing • IT competent using a range of Microsoft packages • Ability to be able to understand and source complex information from the resources available.	Application & Interview

	• Effective oral communication skills with particular emphasis on advising clients and speaking to third parties • Effective writing skills including preparing mandatory reconsideration, appeals and submissions • Ability to be able to manage complex and difficult situations and/or data • Deliver excellent customer service • Ability to prioritise own work and meet deadlines. • Ability to maintain high levels of accuracy in all aspects of work • Ability to meet contract targets • Ability to work alone using your own initiative and as part of a wider team • Excellent organisation, planning and time management skills	
Qualities	• Have an empowering and encouraging approach • Ability to respond positively to feedback and to modify performance if required • Be open, trustworthy and willing to explore new ways of working	Interview

Learning	• A commitment to continuous professional development, including a willingness to develop knowledge and skills in financial advice topics • Keep up to date with current research and national developments and how this may affect the service user • Attend team meetings, supervision and training when required.	Application & Interview
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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@citizensadvicesandwell-walsall.org by 11:59 pm on Monday 26th May 2025.

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