

**Advice Service Supervisor**

 **The role**

JOB TITLE: Advice Service Supervisor

RESPONSIBLE TO: Advice Service Coordinator

PLACE OF WORK: Primary site based in Belle Vale but operating from various locations around Liverpool

SALARY: £29,214 per annum

HOURS OF WORK: 35 hours per week

**ADDITIONAL INFORMATION:**

As well as a competitive salary CAL also provides access to

* **27 days annual leave plus bank holidays**
* **Hybrid Working Scheme**
* **Interest free travel loans**
* **Employee Assistance Programme**
* **Pension Scheme**
* **Cycle to Work Scheme**
* **Lifestyles Gym Membership (20% corporate discount)**
* **Enhanced maternity, paternity and adoption leave pay**

 **Role Purpose**

The aim of Advice Service Supervisor is to maintain a consistent quality of advice and help for clients by providing support, guidance and feedback on a day to day basis. There are 3 main areas:

* ensuring quality - actively supporting the quality of advice by guiding the team to information sources, checking that all aspects of a client's situation have been considered, checking that follow up work is progressed, and that research and campaigns issues are identified
* providing support - actively supporting each team member to develop their skills and competences, by explaining, guiding, demonstrating, encouraging, suggesting, coaching, giving constructive feedback and challenging appropriately - adapting the level of support to individual competence and need, and taking account of the team as a whole
* managing the practicalities - overseeing and managing all practical issues relating to the session - allocating the team to face-to-face work or other communication methods, checking waiting times or interview lengths, and if necessary, dealing with client or Citizens Advice emergencies

 **Role Profile/Job Description**

**Quality Compliance**

* Monitor case records / telephone calls / webchats of designated staff to meet the stipulated standard and service level agreement.
* Complete regular case checks of advisers and independent file reviews for caseworkers in accordance with Citizens Advice quality standards
* Ensure follow-up and remedial action is taken in a timely manner so clients do not suffer detriment due to poor or inadequate advice
* Participate in Quality of Advice audits of advice in accordance with agreed Advice quality standards and procedures

**Supervising and Support Cover** 

* Manage the practicalities of advice sessions/rotas ensuring adequate staffing and resources as required.
* Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
* Identify developmental and training needs to develop individuals and improve the quality of advice.
* Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
* Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.
* Keep up to date with safeguarding, quality and complaints procedures, offering first point of contact to colleagues.
* Take an active role in promotion of staff and volunteer wellbeing across the teams.
* Take a lead role in one of the key service delivery functions.

**Staff Management**

* Ensure the effective performance management and development of paid staff through regular supervision sessions, the appraisal process and learning and development.
* Identify training needs, and liaise with HR to ensure needs are met through targeted training
* Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.
* Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff perform optimally.
* Participate in the induction and development of new staff.
* Manage sickness absence and holidays, working with HR as necessary.

**Volunteer Management**

* Ensure the effective performance management and development of volunteers through regular supervision sessions, the appraisal process and learning and development.
* Identify training needs, and liaise with the volunteering team to ensure needs are met through targeted training
* Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff perform optimally
* Participate in the induction and ongoing training of new volunteers

**Other**

* Maintain partnerships with professional and voluntary sector partners, while acting as an ambassador for Citizens Advice Liverpool
* Monitor and evaluate activities appropriate to the role and contribute to the Citizens Advice Liverpool planning process by providing regular reports and feedback on allocated areas of responsibility.
* Attend regular internal and external meetings relevant to the role and to services at outreach locations.
* 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, diversity and inclusion strategy.
* Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
* Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
* Identify own learning and development needs and take steps to address these with your Line Manager
* Key holder responsibility, opening and closing the building where necessary.
* Ability to travel and work across multiple sites and outreach locations across Liverpool

 **Person specification**

1. A minimum of 12 months experience of advice work in a Citizens Advice setting or similar quality assured environment.
2. Ability to effectively manage and support people to meet individual and team objectives.
3. Ability to monitor and maintain Quality of Advice standards including checking accuracy of advice and benefit calculations.
4. Good understanding of safeguarding principles and willingness to adhere to them
5. Experience of using ICT systems and packages, and electronic resources in the provision of advice, record keeping and document production.
6. Ability to work on own initiative and be flexible to business need.
7. Demonstrable understanding of the issues affecting society and their implications for Citizens Advice clients and service provision.
8. Ability to create a positive working environment in which equality, diversity and inclusion are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.
9. The ability to commit to and work within the aims, principles and policies of the Citizens Advice service and the vision of Citizens Advice Liverpool

***Guidance to assist with completing your application***

It is essential that you carefully read the job description and person specification.

However, when you fill in the application form **THE MOST IMPORTANT DOCUMENT IS THE PERSON SPECIFICATION.**

You should go through this point-by-point and show on your application form how you have the particular experience or skills asked for. You should give examples to evidence your statements. Typically, these examples will be things you have done in the past or responsibilities that you have at present. Where relevant you should explain the results you achieved as well as describing the activity itself.

You will not be short listed for interview unless you clearly demonstrate how you meet the requirements of each person specification point. We are therefore unable to accept Curriculum Vitae.

We usually experience a very high volume of interest in our posts and unfortunately do not have the resources to respond to applicants that have not been shortlisted. Therefore, if you have not heard from us within one week of the closing date please assume that your application has been unsuccessful on this occasion.

**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 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 Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Information, experience, knowledge, skills and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. 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. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be **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 unpaid work, school or college work, family or home responsibilities, can also be given.

**Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

**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 interview.

**Criminal Convictions**

Anyone who applies to work within Citizens Advice Liverpool 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 Liverpool – 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 (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

**How to apply**

Applications should consist of:

* A completed application form (CVs will not be considered).
* A diversity monitoring form completed online [here](https://forms.office.com/Pages/ResponsePage.aspx?id=HvhVKSvKrkSATX3qZSx5ctWmJpY_-B5CnokgZNhz7apUNEQ5WFFZTkxHWU5KS0lMMkRQVE5GQUNTUiQlQCN0PWcu).

Completed applications should be emailed to: **recruitment@caliverpool.org.uk** no later than Monday 22nd July 2024 at 9am.

**The application timeline**

**Applications open:** **Monday 24th June 2024**

**Applications close:** **Monday 22nd July 2024 9am**

**Interviews held:** **TBC**

**Start date:** **ASAP**

***Please note that interviews may take place over Microsoft Teams***

**Who to contact**

**Queries regarding the job description or the role overall should be sent to:**

**Email:** [**recruitment@caliverpool.org.uk**](mailto:recruitment@caliverpool.org.uk)