

<b>JOB TITLE:</b>	<b>Supervisor (Adviceline &amp; Advice)</b>
<b>SALARY:</b>	£31,000 per annum pro rata + 8.5% pension contribution (after satisfactory completion of your probation period).
<b>HOURS:</b>	Full time hours are 35 hours per week. Normal working hours 09.30 – 17.30 excluding lunch break. Open to job share/ part time applicants.
<b>CONTRACT TYPE:</b>	Fixed-term 12 months
<b>RESPONSIBLE TO:</b>	Service Manager (Adviceline)
<b>RESPONSIBLE FOR:</b>	Volunteers
<b>LOCATION:</b>	Based at our office in Battersea Library or Roehampton, with flexible home-working options. The post-holder may be required to work anywhere in Wandsworth.

## **BACKGROUND**

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

Citizens Advice Wandsworth, one of the local Citizens Advice members, is a thriving advice organisation that provides information, advice and casework support to local residents. In addition to our core advice service, funded by Wandsworth Council, we have a growing range of projects, funded from sources including trusts and foundations, central government and the local Clinical Commissioning Group.

Before Covid-19 we had an advice centre in Battersea and Roehampton, with both offering a drop-in service and generalist volunteer appointments, as well as hosting appointments delivered by our project workers and partners. We also ran a shared telephone service, Adviceline, from our office in Battersea. When the lockdown started we transitioned most of our volunteers to home working and now offer advice and assistance by phone and email. We were able to retain the majority of our volunteer advisers and assessors and have managed to deliver an effective service despite the loss of face-to-face access.

## **PURPOSE OF POST**

We're looking for a supervisor to support our Management Team and enable them to focus on project management and service development while we transition out of the COVID-19 lockdown. The post-holder will supervise both volunteer advisers and Adviceline assessors, working with established groups of volunteers to provide a high-quality, client-centred service to a diverse borough. Candidates will need to be familiar with the Citizens Advice quality standards, advice model and assessment process. The post-holder will ideally have a strong advice background and be confident supporting volunteers helping clients with a range of

issues at different points in the advice process. While supervising Adviceline they'll be responsible for helping volunteers triage clients at the first point of contact. While supervising advisers they'll help them provide in-depth advice and assistance.

The post-holder will also support the delivery of our services by:

- offering case feedback and development support to volunteers.
- contributing to the training of new volunteers.
- contributing to our planning for the period after the lockdown by identifying emerging issues and changes in demand.
- working directly with clients, when required.

## **PRINCIPAL TASKS AND RESPONSIBILITIES**

### Supervision of volunteers

- Supervise Adviceline volunteers.
- Supervise volunteer advisers.
- Quality assure cases and provide feedback to volunteers in a constructive and supportive way.

### Delivery of volunteer-based services

- Co-ordinate with other staff involved in volunteer supervision to ensure consistent policy and practice.
- Work with the Management Team to ensure a consistent and positive experience for clients as they enter our service for the first time.
- Co-ordinate with project staff to ensure that clients with relevant issues are being directed into our other projects and services in an effective way.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff and volunteers can do their best.

### Development of volunteer assessors

- Work with our Management Team to select, recruit and train volunteer assessors.
- Support with the induction of new volunteer assessors and the ongoing coaching of more experienced volunteer assessors.
- Work with our Management Team to identify volunteers ready to progress to other roles.
- Work with the Management Team to develop and manage our pathway between assessor and adviser.

### Learning & Development

- Keep abreast of changes in legislation and trends relevant to research and campaigns.
- Identify and implement own training and development needs.
- Identify the training needs of volunteers through support and supervision and contribute towards our learning and development plan.

## General

- 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 and diversity strategy.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Develop and maintain effective administration systems and records relevant to the role.
- Contribute to maintaining good relationships with referral partners, and identifying potential partners to develop referral relationships with.
- Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility.

## **PERSON SPECIFICATION**

### Essential

1. Ability to commit to and work within, [the aims, principles and policies of the Citizens Advice service](#) and [the vision of Citizens Advice Wandsworth](#).
2. Ability to meet Citizens Advice competence requirements for supervisors and generalist advisers.
3. An understanding of the common issues that clients approach us about and knowledge of the relevant options for addressing these issues.
4. Proven ability to manage, develop and motivate volunteers as well offering day-to-day support.
5. Proven ability to prioritize effectively, to multi-task and to cope well under pressure.
6. Understanding of what a good quality advice service looks and feels like for clients.
7. Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers are empowered and motivated to do their best.
8. Ability to lead volunteers, including the ability to prioritise own work and the work of others, and take decisions in the day to day running of busy services.
9. Good interpersonal and communication skills, verbally and in writing. Proven ability to work with new volunteers and to build relationships with staff at all levels.
10. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

11. Ability to use and learn IT systems with a high degree of fluency. Relevant systems include telephony platforms, database software and online information resources.

12. Commitment to reflective performance and continuing professional development.

### Desirable

We want to build a collaborative 'one-team' culture where staff and volunteers, as far as possible, contribute their skills, experience and time flexibly across our services - depending on the needs of clients and colleagues. We are therefore keen to recruit people with a flexible approach and are interested in additional skills/experience that candidates may bring. Please let us know if you have experience of the following:

- advice casework
- quality assurance
- project management
- training
- fundraising.