

**Reporting to:** Advice Services Manager

**Purpose of role:** To be responsible for the smooth running of the generalist advice session, supervise a team of volunteer Generalist Advisers, mentor new volunteers, check case records against quality criteria and undertake follow-up work as and when required. To supervise the Generalist Advice Service advice sessions in the following locations: Weston-super-Mare, Clevedon, Nailsea, and Portishead.

**About Citizens Advice North Somerset:** We provide a range of advice services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim to improve the health and wellbeing of everyone living or working in North Somerset who needs our help and support, by providing accessible, effective and tailored information and advice that is free, independent, confidential and impartial.

We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, promote equality and challenge discrimination.

### Main duties and Responsibilities

#### Supervising the Generalist Service

- Manage the practicalities of the advice session(s) and ensure adequate staffing and resources.
- Supervise the work of designated staff providing them with an appropriate level of support and supervision depending on their level of competence.
- Monitor the case records / telephone calls / emails of designated staff to meet quality standards and service level agreements.
- Ensure remedial and developmental issues are identified and acted upon to develop individuals, improve the quality of advice and ensure clients do not suffer detriment due to poor or inadequate advice.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Keep technical knowledge up to date and provide technical support to designated staff.
- Undertake advice work when necessary.
- Assist and advise the relevant Team Leaders on compliance with Citizens Advice membership scheme and audit requirements.
- Ensure all relevant policies and procedures are followed.

- Ensure the development of research and campaigns and assist in the instigation of systems and procedures.

### **Staff Management**

- 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 the recruitment and selection activities as delegated.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process, learning and development and team meetings.
- Attend regular meetings with the management team.
- Attend and/or lead regular staff and team meetings.
- Supervise staff through the provision of regular support.
- Encourage good teamwork and lines of communication between all members of staff.

### **Other duties and responsibilities**

- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Develop and maintain effective administrative systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to CANS' planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular internal and external meetings relevant to the role.
- Abide by health and safety guidelines and share responsibility for 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.

### **Training and development**

- In conjunction with your line manager identify and implement own training and development needs within the constraints of the organisation's budget.
- Identify the training needs of staff through support and supervision and contribute towards the organisation's training and development plan.

### **Research & Campaigns and monitoring**

- Assist with Research & Campaigns work by providing information about clients' circumstances through the appropriate channel.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to management in line with reporting procedures and requirements.

- Monitor service provision to help ensure that it reaches the widest possible client group.
- Participate in generalist advice related campaigns where appropriate.

### Research & Campaigns and monitoring

- Maintain and monitor effective and efficient administration systems.
- Maintain complaints procedures in according with Citizens Advice and FCA guidelines.

### Person specification

		Essential	Desirable
1.	At least two years recent and ongoing experience of generalist advice service delivery and the ability to meet Citizens Advice competence requirements (with appropriate training if necessary) for an Advice Session Supervisor.	✓	
2.	Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.	✓	
3.	Ability to use IT systems, packages and electronic resources in the provision of advice, supervision and training and to monitor and maintain recording systems and procedures.	✓	
4.	Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	✓	
5.	Ability to develop, lead and contribute to a team of volunteer staff, including the ability to prioritise own work and the work of others, meet deadlines, maintain standards and take decisions in the day to day running of a busy service area	✓	
6.	Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals	✓	
7.	Proven ability of monitoring and maintaining service delivery against agreed targets	✓	
8.	A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff	✓	
9.	Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme	✓	
10.	Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies.	✓	
11.	Commitment to continuing professional development	✓	
12.	Experience of working within a Citizens Advice service		✓
13.	Experience of working with the public in an advisory capacity		✓
14.	Able to travel to outreach locations, meetings and conferences.		✓

15.	Willingness to work some irregular hours to meet the needs of the service.		✓
-----	--	--	---