

Advice Session Supervisor

We are looking for a highly motivated individual to join our Generalist Advice Team as an Advice Session Supervisor in what is often a highly pressured environment. The role will require you to run the daily multi-channel advice session (telephone, email, webchat, virtual and/or physical face to face) and to supervise a team of remote working volunteer advisers, check case records, mentor new volunteers and ensure service delivery and quality standards are maintained. The successful candidate will have generalist advice experience in a Citizens Advice or equivalent setting and will need to have good communication skills and a commitment to delivering a high quality service.

Locations: Remote working / locations across North Somerset

Hours: Up to full time (37.5 hours per week) with an opportunity for job share

Contract: Permanent

Salary: £21,000 to £23,000 depending on experience

Citizens Advice North Somerset (CANS) is an established and well regarded local independent charity who provide free, impartial and confidential advice. We undertake research & campaign work to influence policy makers and to effect change. We work in partnership with the Local Authority, The Legal Aid Agency, Macmillan Cancer Support, The Money Advice Service, Wessex Water and many more local and national partners to deliver our advice services to over 7,000 clients living and working in North Somerset.

The application pack is available on our website: www.nscab.org.uk. For an informal conversation about the role please email katherine.hutton@nscab.org.uk or call 01934 836204.

Closing date: Monday 3rd August 2020 at midday

Interviews to take place on 6th / 7th August 2020

Completed applications to be emailed to admin@nscab.org.uk