



<b>Job Title</b>	Supervisor
<b>Reporting to</b>	Advice Service Manager
<b>Hours</b>	30 to 37.5 hours per week
<b>Salary</b>	£28,754 - £30,553 per annum (pro-rata for part-time personnel), depending on experience
<b>Pension</b>	5% employer contribution
<b>Location</b>	Hybrid working – mix of home, office and at community access points
<b>The Role</b>	<p>We have several opportunities for specialist supervisors who will support staff and volunteers working on one or more of our community and specialist programmes including Adviceline.</p> <p>The postholder will report to an Advice Service Manager and will provide supervision to dedicated teams (Adviceline, Community Advisers, Call backs etc) as well as helping with adviser training and on-going development. The aim of this role is to ensure that every adviser delivers great advice, receives highly effective support and develops their knowledge, skills and confidence.</p> <p>Alongside your supervisor role you will be expected to provide advice directly to clients and to oversee task lists and other client activities.</p> <p>To be successful in this role you will be an qualified and experienced adviser, highly organised, with excellent communication and IT skills, a problem-solving attitude and the ability to work calmly and efficiently in a busy and fast paced environment.</p>

**Key Responsibilities**

**1. Vision, mission and values**

- Work within and champion the ethos and values of Citizens Advice Somerset to develop positive, trusting and professional relationships with clients, colleagues, partners and external agencies.
- Demonstrate a continuous commitment to the aims, principles and policies of the Citizens Advice Service and our Equity, Diversity and Inclusion policies.
- Provide peer support and guidance to other less experienced staff and volunteers.

## **2. Session Supervision and Quality Assurance**

- Provide in person and remote supervision as required
- Complete quality of advice case checking alongside the wider team of supervisors and Managers
- Assist with advice case progression, monitoring the Task List, and helping to work through tasks and complete actions pending
- Provide real-time coaching/feedback – for example helping advisers explain and interpret information for clients
- Monitor KPIs to drive performance and identify opportunities for improvement
- Participate/attend team briefings where possible
- Support with Safeguarding, Complaints, Subject Access Requests etc.

## **3. Advice and Casework**

- Provide advice and advice with casework to a nominated number of clients as directed by the Advice Service Manager
- Know when to refer/signpost to internal and external projects
- Work within expected timeframes and targets.

## **4. Adviser training**

- Identify learning and development needs of the advising team and documenting these as part of the skills audit and assessment process
- Support with the review and development of the adviser competency framework and identify and progress ways to improve processes and deliver training more efficiently and consistently
- Provide post-training adviser development programme by co-ordinating and shadowing sessions across the four main sites (Yeovil, Taunton, Bridgwater, Shepton Mallet)
- Co-ordinate the assessment and sign-off of trainees as they complete their training programme
- Work with colleagues to maintain the learning records and training renewal data

- Provide progress reports and other updates as required.

### 5. Research and campaigns

- To stay abreast of our local and national campaign issues.
- Contribute to our research and campaigns by providing information about clients' circumstances through the appropriate channel.

### 6. Personal and professional development

- Participate fully in your continuing professional development training and keep your knowledge and skills up to date in accordance with the Citizens Advice standards of practice.
- Keep up to date with organisational policies and tools related to advice giving, support and communication.

### Other

- Always represent the organisation in a professional manner
- Carry out any other tasks as requested to ensure the effective delivery and development of the organisation.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Always demonstrate a commitment to the aims, principles and policies of the Citizens Advice Service and the implementation of our equality policies.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.

Please note that this role description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.

<b>About you – person specification</b>		<b>Essential / Desirable</b>
1.	Experienced adviser (Citizens Advice or similar) with extensive experience of advice needs assessment and advice delivery in person and on Adviceline	E
2.	Experienced supervisor (training available for those with practical experience of supporting the work of others)	E

3.	An effective performance coach with the ability to give and receive feedback constructively and to challenge appropriately in a professional environment	E
4.	Excellent client skills and experience of working with frustrated/angry/distraught clients in a calm and effective manner and the ability to deal effectively with escalated issues in a supervisory capacity	E
5.	A thorough understanding of the advice quality standard with an ability to train others to the standard, monitor and check that work meets the required standards	E
6.	Highly organised completer/finisher, someone that can demonstrate effectiveness when overseeing a busy team and ensuring all tasks and processes are undertaken and completed (with nothing overlooked)	E
7.	Excellent communication and people skills and the ability to work respectfully and appropriately with a team of paid and volunteer advisers	E
8.	Ability to prioritise your own work and support the work of others, meet deadlines and assist colleagues (staff and volunteers) to ensure the team works effectively in a pressured environment	E
9.	Willingness and ability to travel to meet the needs of the job.	E
10.	Excellent IT, phone, video chat and keyboard skills and an up-to-date working knowledge of the technology and applications in use in the advice service	E
11.	A dynamic and flexible approach to the role and the ability to be forward thinking, (identifying areas for improvement) with a positive attitude to feedback and change	E
12.	A commitment to continuing professional development, primarily aimed at keeping abreast of developments that are relevant to the role	E
13	An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice Service and the positive value of equality, diversity and inclusion.	E
14	Citizens Advice supervisor qualification and/or experience	D
15	MaPS debt accreditation at the supervisor level	D