



# Training and Advice Supervisor Job pack

Thanks for your interest in working at Citizens Advice Taunton. This job pack should give you everything you need to know in order to apply for this role and to understand what it means to work at Citizens Advice.

**Closing date for applications:** 12.00 on Monday January 25<sup>th</sup>, 2021

**Interview date:** tbc- at the earliest Wednesday January 27<sup>th</sup>, 2021

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Taunton
- The job description and personal specification
- Terms and conditions
- What we give our staff

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Jon Shoesmith (Chief Officer) by emailing [jon.shoesmith@tauntoncab.org.uk](mailto:jon.shoesmith@tauntoncab.org.uk) or calling 01823 448958.

# Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales, like Taunton.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How Citizens Advice Taunton works

Citizens Advice Taunton (CA-T) delivers advice and support to around 7,000 people. We do this by providing the following services:



**Generalist Advice Service** – face-to-face advice delivered by our team of 70+ volunteer receptionists, advisers and administrators who are supported by paid Advice Supervisors. In 2018/19 our advice teams helped 7,363 clients with over 22,000 issues.



**Somerset Adviceline** – a telephone advice service delivered in partnership with all Somerset Citizens Advice offices. The service is staffed by volunteer advisers.



**Email advice** – we deliver advice via our website email submission form. This The service is staffed by volunteer advisers and ensure that people who cannot call or visit receive the same quality advice service.



**Outreach Services** – face-to-face advice delivered by volunteer advisers. These services are delivered in Wellington, Priorswood and Halcon.

In-reach  
adviser to



**Service** – face-to-face advice delivered by a paid specialist inpatients at Wellsprings Hospital.



**Equality and Diversity** – We apply core values of dignity, respect, equality and non-discrimination, based on our common humanity. We seek to foster empowerment and participation at all levels,



**Research & Campaigns** – we collect evidence of the issues facing our clients and we use this evidence to challenge unfairness and influence decision makers at local, regional and national level.



**Dedicated Projects** - We work in partnership with the Local Authority, Macmillan Cancer Support, Wessex Water, MS Society and many more local and national partners to deliver a number of additional paid staff projects, including:

**One Team:** our one team money matter advisers provide debt advice to people living in a one team area (Wellington, Halcon and Priorswood or are referred to them by one team workers).

**Macmillan Benefits Advice Service:** provides benefit advice and Macmillan grant applications to people affected by cancer. The service is delivered by telephone, email, and face-to-face at our main office, the hospital, the Beacon Centre, St Margaret's Hospice and at home visits.

**Multiple Sclerosis Access-to-Advice Line:** provides advice and information on any subject to people affected by MS in the Taunton Deane area. The service is delivered by telephone, email, and face-to-face at our main office or at home if the client is housebound.

**Pension Wise:** guidance appointments are available for people approaching retirement or aged 50 or over, have a defined contribution pension, and have not had a guidance appointment before. Appointments are delivered across Somerset and beyond.

**Litigants in Person:** funded by the Lloyds Bank Foundation this project provides advice and assistance to survivors of Gender Violence and Abuse, to help them understand and complete the court processes required to arrange the protection they need from their perpetrator.

**Open Mental Health:** Working in partnership with an array of statutory and voluntary agencies to support people experiencing mental health difficulties to access to specialist mental health services, housing support, debt, benefit and employment advice.

**Homelessness Reduction Act Debt:** this is for clients approaching the local housing authority under the Homeless Reduction Act (which extended housing authority duties to people who were previously ineligible for their help), and is funded by them. Our role is to provide debt advice to those in potential housing need with the aim of averting homelessness.

**Psychiatric in-reach advice:** we provide a holistic advice service to in-patients at two local hospitals, helping them to prepare for their return to the community, or to manage their affairs during their treatment.

**Money and Pensions Service capacity building project:** this project was set up to increase the availability of debt advice following the upturn in financial hardship resulting from the Covid pandemic.

## Overview of Citizens Advice

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

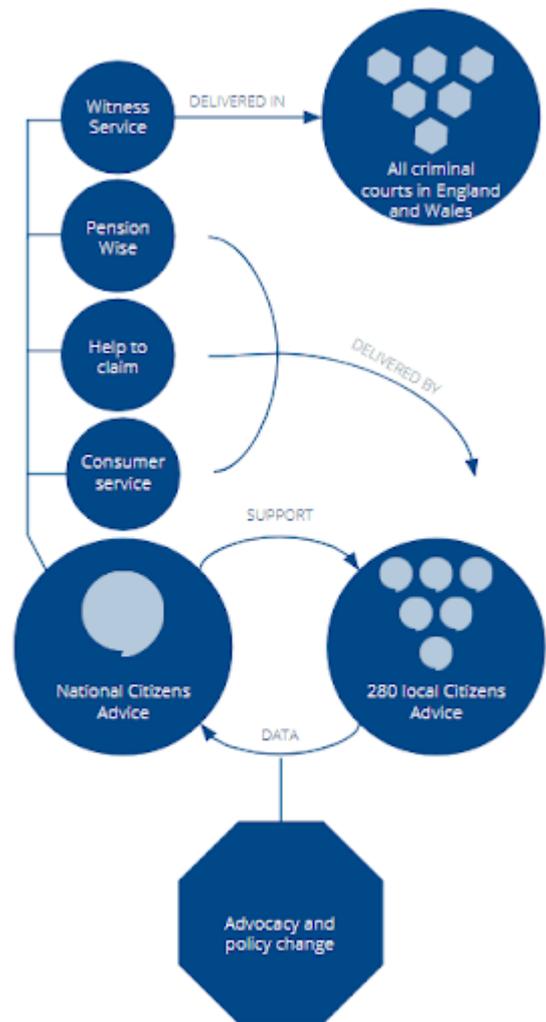
Those local offices deliver services from;

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



### The Citizens Advice service aims:

To provide the advice people need for the problems they face.

To improve the policies and practices that affect people's lives.

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

# Training & Advice Supervisor



## The role

**Reporting to:** The Chief Officer.

### **The opportunity and role purpose:**

The Training and Advice Supervisor is a newly created role which will work on two vital functions; the training of advisors and other roles (most of which is delivered remotely using on-line training sessions and self-study), and the supervision of the core (opened access) advice service delivered by advisers. The role's immediate colleagues include the Recruitment Officer, and the Operations & Advice Managers who act as Advice Supervisors too and who manage our targeted advice services.

Our service helps people with critical problems affecting their income, housing, personal safety and employment to name a few. We are in increasing demand following the pandemic. This role will play a key part in ensuring that the advice we deliver helps people resolve those problems quickly and effectively.

It is a dynamic role, and candidates who have the training and advice delivery experience but lack advice *supervision* experience will be considered, and of course full induction and training would be provided on arrival.

Lots of our training and advice (and therefore supervision) is delivered remotely, and so the successful candidate will be adept with relevant ICT platforms and able to train and motivate other staff in using them.

Increasingly we are working in partnership with the other Citizens Advice offices in Somerset, and at present this role is part of a pilot project delivering training via a single countywide operation. Further inter office activity that this post will be a part of is likely develop in the future. As such, the successful candidate will also be able to embrace and exploit collaborative opportunities.

Some home working may be possible.

**Salary:** £ 25,000 – 28,000 (pro rata) depending on experience

**Hours:** 37.5 hours per week

**Job location:** Taunton

**Contract type:** Permanent

See "what we give our staff" below, for further information.



## Job description

## **Training**

- Deliver the Adviser Learning Programme to new advisers, and then support them in the further learning, and assessment process, to become fully competent practicing advisers
- Oversee any obligatory training, and in partnership with line managers cater for the learning needs and continuous professional development of all staff, including the purchasing of external training and the organisation of internal training
- Maintain induction and training plans for all roles in the organisation in readiness for new recruits
- Lead on the organisation's Workforce Development Plan, to ensure the staff capability required to enable the objectives in the organisation's Business and Development Plan
- Manage the training budget
- Ensure training records are well maintained
- Work in partnership with other local Citizens Advice Offices on any of the above
- Line manage the Recruitment Officer and any other training staff

## **Supervision, and quality, of advice**

- Following their completion of the Adviser Learning Programme, support trainee advisers with the subsequent further learning and assessment process, to help them become fully competent practicing advisers
- Act as the Advice Session Supervisor for two or more days per week (including the possibility of some evening sessions in the future), providing guidance and support to advisers, and organising the staff resource as required
- Maintain a broad advice knowledge in order to guide advisers
- Help maintain adviser resources
- Participate in our quality assurance (including Case Note Checks, Quality of Advice Assessments and Independent File Reviews)
- Undertake Joint Progress Reviews (annual appraisals)
- Maximise uptake of funded initiatives that are based in the core service (Wessex Water TAP Forms, Surviving Winter, Energy Best Deal Extra, etc)
- Act as one of the Deputy Safeguarding Officers

## **Learning & Development**

- Operate with a commitment to continuous development
- In partnership with your line manager, identify and address your own learning and development needs

## **Other duties and responsibilities**

- Promote the work of the Citizens Advice service both locally and nationally

- Contribute to the reports and work of committees and working parties
- Contribute to the organisation's research and campaigns work and maximise the production of evidence
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Promote the aims, policies, and membership requirements of the CA service
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues



## Person specification

### Essential

1. 3 years' experience of delivering training to adults, and of supporting them with their learning and with applying it
2. Experience of delivering training to groups containing a range of characters and learning styles, and the ability to manage a group of learners whose rate of progress and abilities will vary
3. Experience of delivering appealing on-line training, and preparing suitable materials
4. Experience of line managing, supporting and motivating staff, and evaluating their work
5. 3 years' experience of delivering support/advice services to clients, at Citizens Advice or another support/advice organisation
6. Ability to supervise and monitor advice work and to maintain advice procedures and standards
7. Ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations
8. Previous completion, or the ability to quickly complete the following;
  - Citizens Advice Adviser training
  - Citizens Advice Supervisor training
  - MaPS accreditation for meeting the relevant FCA debt advice requirements
9. Ability to lead and contribute to a team, including the ability to prioritise your own work and the work of others, and take decisions in the day to day running of a busy service area
10. Ability to use IT systems and packages and electronic resources in the provision of training and advice, and in the preparation of reports and submissions

11. Experience of maintaining a broad advice knowledge, and the ability to digest frequent changes in legislation and best practice
12. Experience of using, and supporting others to use, various ICT systems and electronic resources in the provision of advice, and in the receipt of training
13. Ability to give and receive feedback objectively and sensitively, and a willingness to challenge colleagues constructively
14. 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
15. Experience of maintaining personnel records that warrant frequent updates
16. A commitment to continuous professional development, and the ability to monitor and maintain your own standards
17. Ability and willingness to work as part of a team
18. Understanding of, and commitment to, the aims and principles of Citizens Advice

### **Desirable**

1. Training qualification in adult education
2. Experience of overseeing safeguarding procedures

### **Applying for this role**

Please complete the application form **demonstrating how you meet the essential criteria listed in the person specification.**

### **How to complete the application**

When assessing applications, we make decisions based on the quality and relevance of the examples and evidence you provide about how you meet the person specification.

See the Citizens Advice blog with some helpful tips on what we're looking for in a good application, and how we score them here - **Error! Hyperlink reference not valid.**

Please also see the link in the advert for the Guidance Notes for Applicants document.

You may wish to use the S.T.A.R. method when outlining how you meet our requirements:

- **Specific** – give a specific example
- **Task** – briefly describe the task/objective/problem
- **Action** – tell us what you did
- **Results** – describe what results were achieved



## What we give our staff

**Annual leave** - 22 days per year (from year two this increases by one day per year to a maximum 26 days) plus bank holidays (pro rata for part-time employees).

**Pension contributions** – 5% employer contribution to the workplace pension scheme.

**A commitment to your development** - being able to achieve is important to us at Citizens Advice Taunton. Induction and training will be provided for your current job and we will work collaboratively with you to identify your learning and development needs, and assist you to reach these goals.

**Employee Assistance Programme** - everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.