

**Watford here**

Advice Session Supervisor

**Salary:** £24,588.09 - £26,742.84pa (pro rata) dependent on experience

**Hours:** Monday – Thursday, 28 hours per week

**Location:** Watford Advice Centre, St Mary’s Church Yard, High Street,

Watford WD17 2BE

**Job Description**

**Role purpose:**

* To maintain a consistent quality of advice and help for clients by providing support, guidance and feedback to support colleagues in giving an effective and efficient service to the public.
* To help influence government and other organisations by informing them of the effect of their actions on the lives of clients.

**Supervising advice sessions and / or casework**

• Manage the practicalities of the advice session and ensure adequate staffing and resources.

• Provide an appropriate level of support and supervision to individual workers depending on their level of competence.

• Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements.

• Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.

• Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

• Line manage volunteers, conduct appraisals and 1 to 1 support sessions.

**General**

• Undertake advice work as required.

• 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.

• Develop and maintain effective admin systems and records relevant to the role.

• Attend regular bureau and external meetings relevant to the role (staff, team, management, Advice Line, Research & Campaigns Cluster Group etc).

• Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.

**Learning, development and training**

• Identify learning and development needs of designated staff and contribute to the bureau's learning and development plan.

• Contribute to the assessment of competence of designated staff.

• Identify own learning and development needs and take steps to address these.

• Participate in recruitment and selection activities as delegated.

• Participate in the induction of new staff as delegated.

**Research & Campaigns**

• Report regularly to the bureau management team on the nature and complexity of issues faced by clients.

• Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated throughout the bureau.

• Identify relevant campaigns & co-ordinate the bureau’s involvement.

• Lead discussion of local issue at workers’ meetings and co-ordinate associate work.

• Identify research projects which the bureau can conduct or contribute to.

Person specification

1. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
2. 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.
3. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
4. Ability to monitor and maintain own standards.
5. Ability to communicate effectively verbally and in writing.
6. Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
7. Demonstrable understanding of the issues involved in interviewing clients.
8. Proven ability to manage / supervise others, including ability to recruit, develop and motivate staff.
9. Ability to monitor and analyse statistics and check accuracy of calculations.
10. Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training.
11. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
12. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
13. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
14. Ability to monitor and maintain recording systems and procedures.
15. A commitment to continuous professional development.