



Advice Session Supervisor

Job pack

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

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Epsom & Ewell
- The role profile 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 Jennie Purvis by emailing support@caee.org.uk or calling 01372 300777.

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 will be supportive and straight with you, 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.

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.

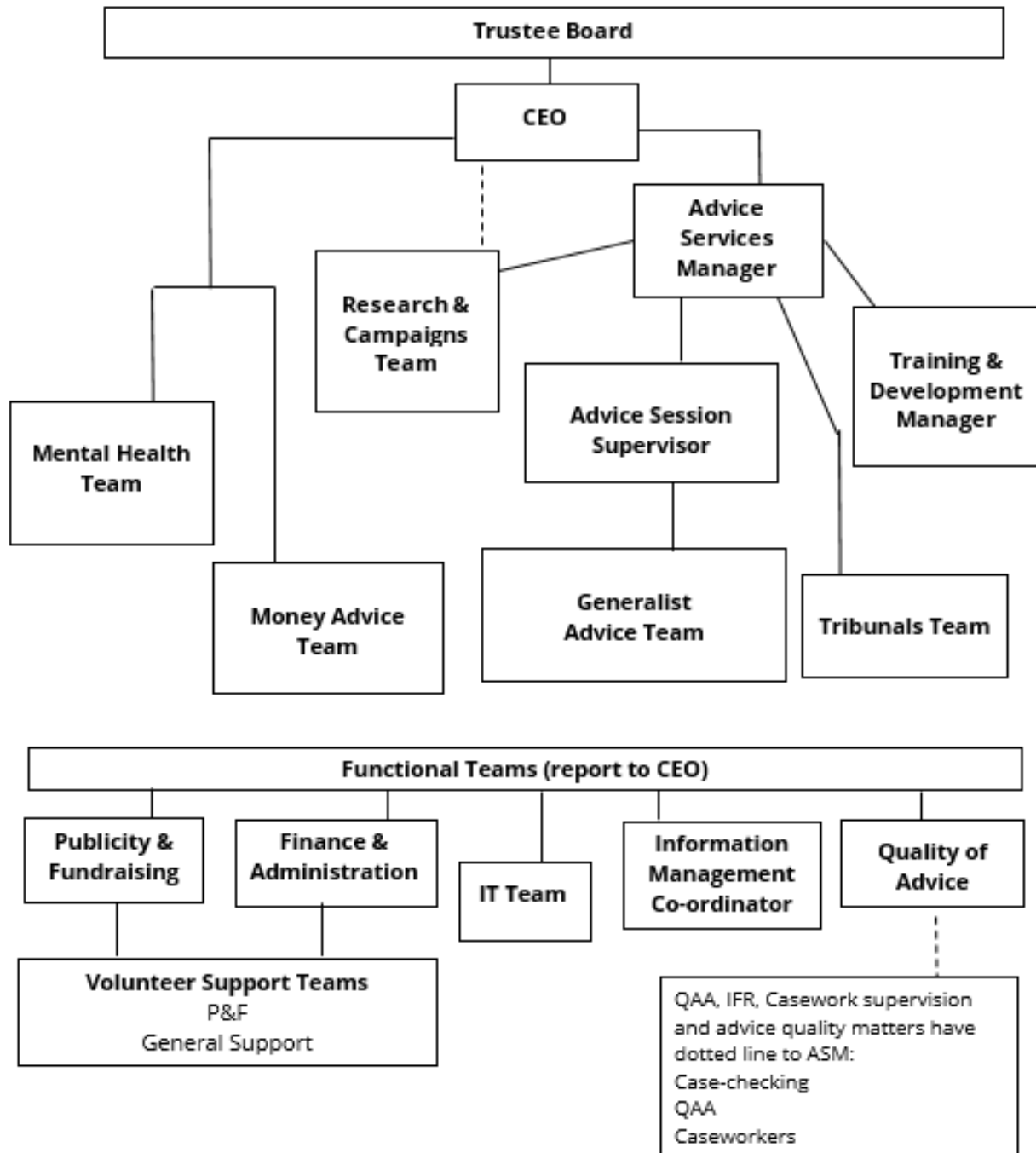
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

About Citizens Advice Epsom & Ewell

Location:	The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG
Service Delivery:	We deliver our service through as many different channels as we can, to make sure we are accessible to everyone. This includes face to face, phone, video conferencing, and email. The role is office based.
Specialist services:	Specialist Money Advice for local people with critical debt issues Mid and East Surrey Mental Health Outreach service for clients with mental health issues across Mid and East Surrey. Energy Advice Digital Support Tribunals & Appeals
Specialist access:	Textphone for deaf clients, Wheelchair access, Disabled toilet, Phone translation service
Number of new enquiries:	Approximately 2,750 per annum
Number of client contacts:	Approximately 11,000 per annum
Main types of enquiries:	Benefits, debt and housing.
Number of staff:	50 volunteer advisers and assessors (including trainees) 14 paid staff 8 members of the Trustee Board
Area served:	Borough of Epsom and Ewell
Population:	80,900 (taken from the 2021 census)

While Epsom & Ewell as a whole is relatively well-off, this masks 2 wards with the highest deprivation indices. Epsom & Ewell has the highest percentage of ethnic minority groups among all the districts in Surrey.

Organisation Chart



Note: We are currently reviewing our organisation structure, however this will not change the reporting lines for this role.

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 members.

This role sits within our local network of independent charities, delivering 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 role

- To provide advice session supervision in our Epsom office as well as remote supervision to staff working from home or in outreach locations, providing guidance and assistance to deliver advice services to people who work, live or study in Epsom & Ewell.
- Ensure the smooth running of the day to day service to implement consistent processes and maintain quality standards.
- Manage the volunteer advice staff and work with the Training & Development Manager to support their training and development.



Role profile

Supervising advice sessions

- Manage the practicalities of the advice session and ensure adequate staffing and resources across all platforms.
- Provide an appropriate level of support and supervision to individual staff depending on their level of competence.
- Ensure referrals and bookings for projects are properly monitored and clients are supported in a timely manner
- Co-ordinate systems and processes so as to promote common practices throughout the office.
- Review and monitor the quality of advice as set out in case records, telephone calls and emails to ensure they 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 advice staff.
- Undertake advice work/gateway as required e.g. during staff absences.

Support learning and development

- Support the development of volunteers to enable them to develop knowledge and skills, embracing continuous learning and providing timely feedback on cases reviewed.
- Work with the Training & Development Manager to identify and make recommendations on areas of development and training
- Assist the Advice Service Manager to undertake QAA as required.
- Assist the Training & Development Manager to undertake case checking as required.
- Maintain focus on achieving positive outcomes, including financial gains and soft outcomes.
- Keep up to date with legislation, case law, policies and procedures and undertake appropriate skills and subject based training.

Staff management

- Responsible for the day to day line management and supervision of a team of advisers and support workers.
- Provide appropriate level of support and supervision to individual staff members depending on their level of competence
- Create a positive working environment in which equality and diversity are integral, dignity at work is upheld and staff are able to perform optimally.
- Participate in recruitment and induction activities as delegated by the Advice Services Manager and Training & Development Manager

Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisation's management and key stakeholders.

Administration

- Use IT for statistical recording, record keeping and document production.
- Provide statistical reports on outputs and outcomes as required by management.
- Document clear and consistent office processes
- Review and make recommendations for improvements to services.

Other duties and responsibilities

- Refer complex issues such as breach of confidentiality and safeguarding to senior management.
- Assist management in promoting and enhancing the service, with a focus on advice quality.
- Prepare for and attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision session/team meetings/management team meetings as appropriate.
- Assist with service initiatives for the improvement of services.
- Liaise closely with relevant external agencies, both statutory and non-statutory and represent the service on outside bodies as appropriate.
- Liaise with our landlords, IT and printer support outsourced providers to resolve any day to day office and facilities issues.
- Collaborate with colleagues across Citizens Advice Epsom & Ewell to share knowledge and foster a culture of teamwork
- Participate in learning and development activities to attain and maintain supervisor competencies and promote best practices.



Person specification

Essential Criteria

- Citizens Advice generalist certificate or equivalent, and at least two years' experience in providing advice, and managing an advice caseload with clients, in a local Citizens Advice or similar advice setting.
- Highly motivated with proven ability of managing and supervising others including the ability to develop and motivate staff as well as give and receive feedback objectively and sensitively.
- Ability to plan and manage your own work and the work of others in a pressured environment, including: setting priorities; meeting deadlines; and monitoring performance
- Flexibility and willingness to work as part of a team including advice work if required.
- Ability to identify ongoing training needs and deliver appropriate support to ensure high quality of service.
- Ability to communicate effectively both verbally and in writing.
- Proficient in the use of IT systems, including office, case management and benefit calculation systems.
- Commitment to work within the aims, principles and policies of the Citizens Advice service, demonstrating an understanding of issues affecting society and the implications on our clients and service.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Salary:	£28,000 FTE (£22,400 Actual)
Employer pension contribution:	5%
Annual leave:	25 days plus bank holidays (pro-rata)
Hours per week:	30 hours per week (0.8 FTE). Part time and job share applications welcomed.
Type of contract:	Permanent
Location:	The Old Town Hall, Epsom