



Training & Development Manager 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 300800

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.

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.

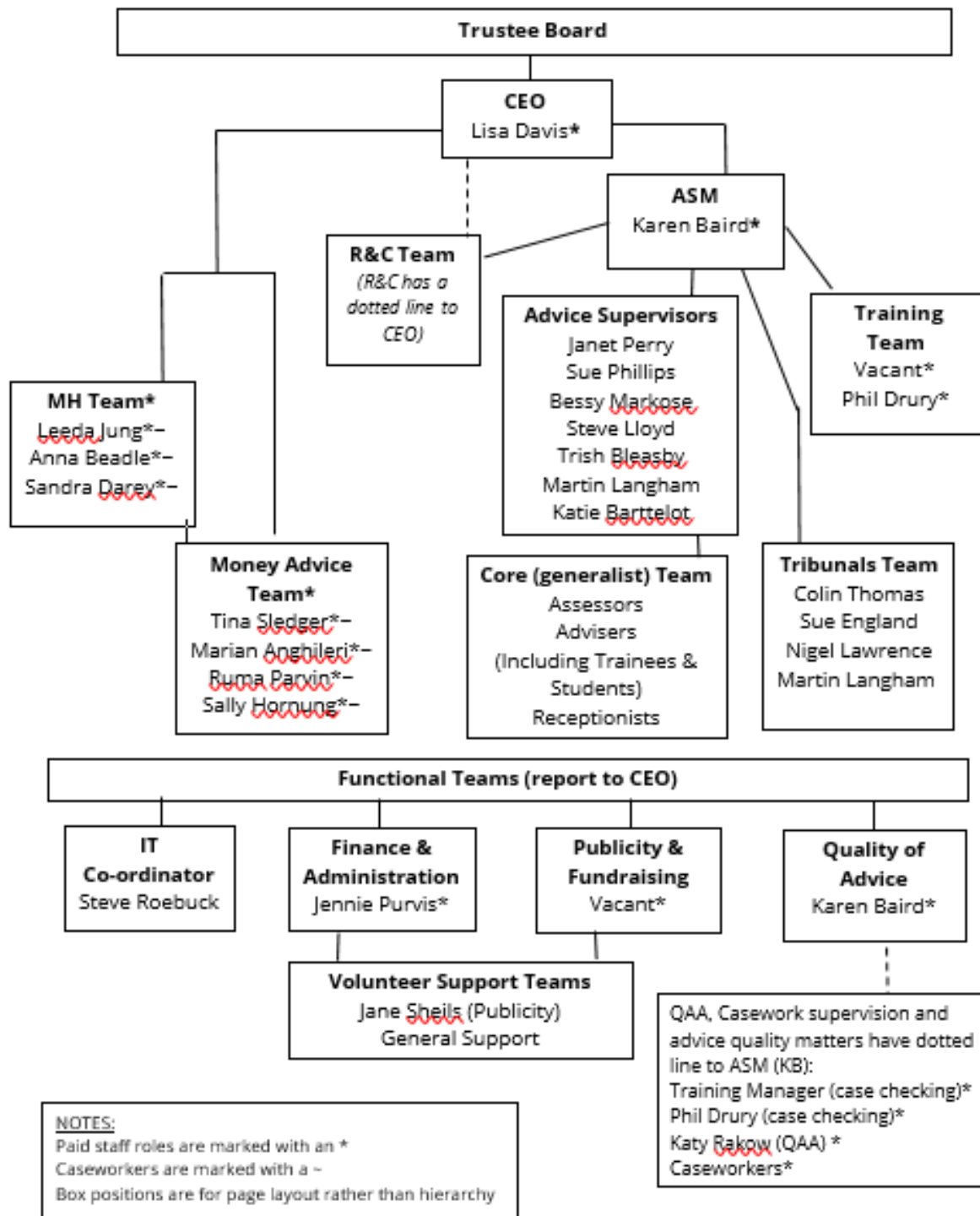
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

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, email and webchat. The role can be undertaken flexibly as we are operating a hybrid system of remote working and in-office, for the foreseeable future.
Specialist services:	Mid and East Surrey Mental Health Outreach service for clients with mental health issues across Mid and East Surrey. Specialist Debt for local people with critical debt issues Legal Aid Housing solicitor Pensionwise delivery site Tribunals & Appeals
Specialist access:	Textphone for deaf clients, Wheelchair access, Disabled toilet, Phone translation service
Number of new enquiries:	Approximately 3,000 per annum
Number of client contacts:	Approximately 11,000 per annum
Main types of enquiries:	Benefits, debt, housing and employment
Number of volunteers:	55 advisers and assessors (incl trainees) 13 paid staff 9 members of the Trustee Board
Area served:	Borough of Epsom and Ewell
Population:	75,100 (taken from the 2011 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



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.

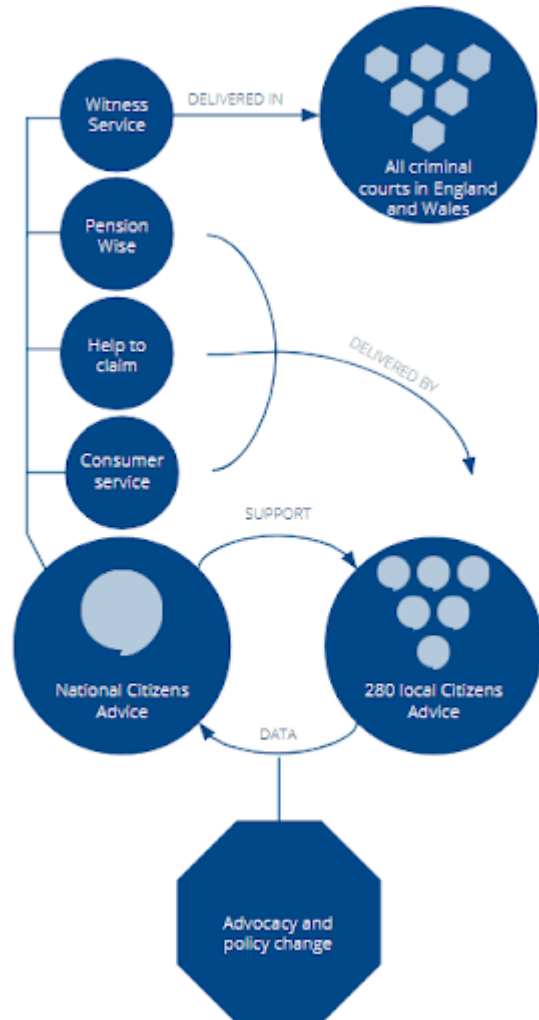
This role sits our network of independent charities, delivering services from

- 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

Working within the Aims and Principles of the Citizens Advice service, to oversee the training and development of volunteers and staff within Citizens Advice Epsom & Ewell, and to help maintain quality of advice through casechecking.

Nature and scope of work:

- To ensure effective and relevant training is provided for all volunteers and staff in Citizens Advice Epsom & Ewell;
- To ensure that all volunteers reach and maintain the level of competence required for their role as specified by Citizens Advice;
- To case check the work of volunteer advisers and assessors; and to provide feedback where required, ensuring CAEE meet the quality standards as set out by Citizens Advice.

Reports To: Advice Service Manager (ASM)



Role profile

Our current role profile:

Training and development:

- Induct new assessors and advisers into the 'Certificate' programme;
- Inform trainees and other staff of the activities, content and practical issues in the Citizens Advice 'Certificate' programme;
- Identify and meet individual training and development needs of new assessors and advisers;
- Assist trainees through self-learning modules and review progress on a regular basis;
- In conjunction with the ASM, assess the competence of new assessors and advisers against Citizens Advice and LCA requirements;

- Research, design and deliver training programmes and sessions;
- Facilitate inclusive group and/or one-to-one learning and development activities for all staff;
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff;
- Liaise with the Advice Service Manager and Advice Session Supervisors; and
- Liaise with Citizens Advice training staff, moderators and tutors.

Planning and development:

- In conjunction with the Senior Management Team, formulate the Citizens Advice Epsom & Ewell's annual training and development plan for new assessors and advisers, and also for all staff training needs; and
- Identify own training and development needs.

Checking and supervision:

- Monitor the case records / telephone calls of designated staff and volunteers 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; and
- Assist with supervision duties on occasion as required, this may include undertaking the occasional Tuesday evening session. (currently suspended)

Staff management:

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best; and
- Participate in recruitment and selection activities as required.

Administration:

- Book trainees on to training courses and other events;
- Attend appropriate internal and external meetings as agreed with the ASM;
- Maintain relevant internal administration systems;
- Provide statistical information on training and provide regular reports to the ASM and CEO; and
- Provide statistical information on case checking as required.

Research and Campaigns:

- Promote the importance of research and campaigns work; and
- Include a review for research and campaigns within case-checking.

Networking

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use skills and competences to promote the organisation and foster good relationships with external organisations.

Other duties and responsibilities:

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies;
- Promote the work and use of the LCA;
- The Training Manager will assist the CEO and ASM in the implementation of policies and procedures of Citizens Advice Epsom & Ewell;
- Carry out any other tasks that may be within the scope of the post to ensure the effective provision of the advice service; and
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Citizens Advice qualified or equivalent and experienced across all advice areas (essential);

1. Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.
2. Ability to support volunteers and maintain motivation;
3. Ability to deliver training modules, combined with understanding of adult learning techniques / theories;
4. Ability to contribute to planning and implementation of training programmes;
5. Demonstrable ability to monitor and maintain service delivery against agreed targets;
6. Ability to monitor advice work and ensure Citizens Advice quality standards are met and maintained;
7. Well-organised and able to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment;
8. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
10. Commitment to and work within the aims, principles and policies of the Citizens Advice service;
11. Strong understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff; and
12. A commitment to continuous professional development.

In accordance with Citizens Advice national policy we will may 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:	£24,000 - £26,000 pro rata
Employer pension contribution:	3%
Hours per week:	Part time 22.5 hours per week
Type of contract:	Permanent
Location:	The Old Town Hall, Epsom with potential for some home working