



## **CITIZENS ADVICE WAVERLEY**

### **Advice Session Supervisor Recruitment pack**

**July 2021**

**Closing date 8 August 2021  
Interview Date 18 August 2021**

## **Introduction from Lynn Hannah Chief Executive Officer**

Thank you for your interest in working at Citizens Advice Waverley. 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.

The world has changed considerably and so have we. With Covid-19, we have invested in our IT infrastructure ensuring both our workforce is agile, but also that our clients can still access our services when they need us the most. We have revised our services to ensure that we are flexible and can meet the changing demands for our services.

Prior to Covid-19, most people's incomes haven't grown for years or are being squeezed by inflation and welfare reform. Lots of people are struggling to pay back debts and are dealing with employment, family, consumer, housing and other issues. These remain an issue during the pandemic, but we are seeing more people finding themselves in challenging circumstances and require our support.

We are always looking for ways to improve our services and work more closely with partners. This means new opportunities to experiment locally through co-design and partnerships across a range of different sectors. We are looking for people who can think about how things could be done differently, to be more effective and efficient and bring their ideas to the table for discussions with their peers.

Working for Citizens Advice Waverley is extremely rewarding due to the positive impact and high-quality service we provide for our clients. Our clients are fundamental in all of what we do and as such our Values are key to how we work across the charity.

Citizens Advice Waverley offers an array of different services which provides opportunities to learn new skills and understanding about wider services. More information on our different service areas can be found on our website <http://waverleycab.org.uk/>

Thank you for your interest in applying for a role within Citizens Advice Waverley and good luck in your application.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Waverley
- The role profile and personal specification
- How to apply
- The application form will be attached separately

**Want to chat about this role?**

If you want to chat about the role further, you can contact Sally Cowper, Service Manager by emailing [manager1@waverley.cabnet.org.uk](mailto:manager1@waverley.cabnet.org.uk)

A handwritten signature in black ink, appearing to read 'Sally Cowper', is centered on the page.

# 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.

# How Citizens Advice Waverley works

We provide free, confidential, independent and impartial advice and support for people experiencing problems. Throughout the pandemic our staff and volunteers have been providing services by video, telephone, email and webchat to our residents across Waverley. We also support the national Citizens Advice telephone Adviceline. We do this with the support of 124 volunteers. During the pandemic up to the end of March this year, we helped over 2100 clients and from April 2021 to June 2021 we have helped already nearly 2000 clients and expect these to increase once lockdown restrictions are lifted.

Our advice service covers:

- Benefits including Help to Claim
- Employment
- Debt and money
- Consumer
- Housing
- Family/relationships
- Law and courts
- Immigration
- Health

We also campaign on the big issues that affect people's lives.

## Our History

Citizens Advice has provided free, confidential and independent advice for more than 80 years. Adapting to the ever changing needs of society has made Citizens Advice the most recognised and trusted provider of information and advice in the country.

Citizens Advice Waverley has been helping local people in Waverley since 1939, when Citizens Advice opened one of its very first bureau in Haslemere. Citizens Advice Waverley was established in 2006 by the merger of the Haslemere bureau with other, newer bureaux in Cranleigh, Farnham and Godalming.

## Our Impact

**For every £1 invested in our services, we financially benefit clients by over £20 and save public funds of at least £25.**

We reduce public expenditure on homelessness, legal action, unemployment and better mental and physical health.

We use volunteering to bring the community together, improve the lives of our volunteers, their communities and the people they help.

# 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.

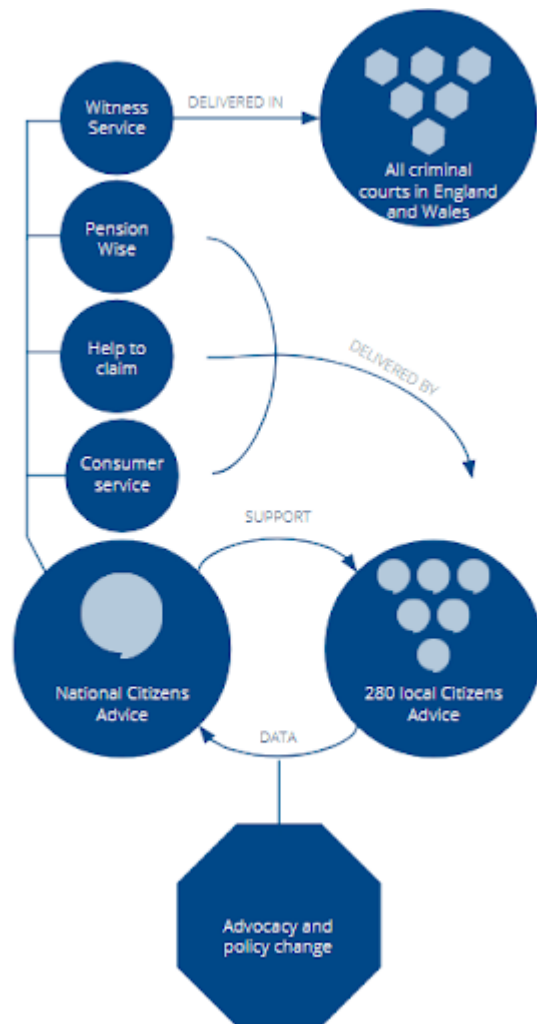
This role sits our network of independent charities, delivering services from

- 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

<b>Post title:</b>	Advice Session Supervisor
<b>Accountable to:</b>	Service Manager
<b>Hours:</b>	37 hours per week part time/job share considered
<b>Salary Range:</b>	<b>£24,500 to £27,000 (pro rata) dependent upon experience</b>
<b>Contract:</b>	Permanent

You will be required to supervise staff/volunteers between the four offices in Godalming, Haslemere, Cranleigh and Farnham. This may include some travel and or remote working. Advice supervision will include, but not exclusively, housing, benefits, consumer, debt and money problems, and employment, education, care, immigration and family issues. You will provide services to Citizens Advice Waverley's Quality Advice Standards and procedures.

You will mentor/coach volunteers. You will provide high quality advice supervision, review case files and conduct independent file reviews.

We are looking for you to have passion and enthusiasm about the benefits of great volunteer involvement and the importance of involving our supporters in our cause.

You will have great communication and coaching skills, strong leadership and a passion for making a difference.



# Role profile

## Supervising

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.
- Meet contractual performance targets.
- Meet agreed management performance targets.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
- Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement.
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

## Staff Management

- Identify learning and development needs of your designated team; contribute to the organisation's learning and development plan by organising inclusive activities and or one-to-one sessions in conjunction with the Training Supervisor.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication.
- Attend regular internal and external meetings.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and the team perform optimally.
- Participate in the recruitment & selection process as well as induction of new volunteers.
- Prepare for and attend supervision and appraisal meetings for your team and line manager.

## Learning, Development & Training

- Identify learning and development needs of yourself and designated team contributing to the organisation's plan.
- Contribute and co-ordinate the assessment activities and competence of designated team.



## **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.

## **General**

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.



# Person specification

## Essential Criteria

1. Ability to communicate effectively verbally and in writing, conduct research, analyse and interpret complex information to produce and present reports clearly.
2. Proven knowledge and experience of advising clients on a range of subjects including advising on options and providing assistance with negotiating with third parties.
3. Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – its application to providing advice and the supervision and development of staff.
4. Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
5. Proven ability to manage / supervise others including ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
6. Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
7. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.

## Key Competencies

- Specialist Knowledge and application
- Customer/Client Focus
- Drive for results
- Problem Solving & Analysis of Information
- Interpersonal skills/Valuing others
- Effective communication
- Time and workload management
- People Management



## What we give our staff

- Flexible working arrangements.
- Regular professional development.
- 6% pension contribution.



## How to apply

Please complete the attached Application Form. Please note that when shortlisting we base our scoring and decision making on the answers you provide in the personal statement. Please take the time to ensure that you address each aspect of the Person Specification, providing examples from your working life, previous roles or volunteering experience. **We do not accept CVs.**

**Send your completed application to:** [finance@waverleycab.cabnet.org.uk](mailto:finance@waverleycab.cabnet.org.uk)

**Closing date** for applications is: **8 August 2021 at 17:00**

**Please ensure your application arrives before the deadline.**

**Interviews:** to be held on **Wednesday 18 August 2021** (In the event that you are shortlisted, you will need to be available on this date)

Citizens Advice Waverley interviews will draw out the skills and competencies required for this post. As part of our recruitment process we will conduct our interviews on a competency framework linked to the key competencies for this role.

In accordance with Citizens Advice national policy we will 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.