

**CITIZENS ADVICE WAVERLEY**

**Training and Quality Manager**

**Recruitment pack**

**September 2021**

**Closing date 26 September 2021**

**Interview Date**

**W/B 4 October2021**

**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.

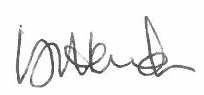
Citizens Advice Waverley offers an array of different services which provides opportunities to learn new skills and understanding about wider services. More information on our different service areas can be found on our website <http://waverleycab.org.uk/>

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

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact Lynn Hannah, Chief Executive Officer by emailing [lynn.hannah@cawaverley.org.uk](mailto:lynn.hannah@cawaverley.org.uk) |



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| **https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE 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. |
| |  |  | | --- | --- | | **https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP** | **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 100 volunteers. During the pandemic up to the end of March this year, we helped over 2100 clients and from April 2021 to July 2021 we have helped already nearly 3000 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.

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| https://lh3.googleusercontent.com/BwALjBLqJ2xyYhjt_vrfK-spBaAawJw205UbX2-A5zf0V_cwiBmPGff7vTEGrSiIJ0Dsng3Czu1ENW5o7EC-eALvktQt2CP3hwhTYPxJyqTc2nL2dYYtGin-huXX4hXESbWfcfEQ  **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. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

  **The role**

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| **Post title:** | Training and Quality Manager |
| **Accountable to:** | Service Manager |
| **Hours:** | 15 hours per week |
| **Salary Range:** | **£24,500 to £28,000 (pro rata) dependent upon experience** |
| **Contract:** | Permanent |

* **Purpose of the role**
* To be responsible for and deliver a high quality training programme to volunteers and employees, with due regard to the aims, policies and procedures of the organisation
* To monitor the progress of staff and volunteers throughout their learning journey and to assess their competency in relation to Citizens Advice requirements and standards

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**

* Ensure new staff and trainee volunteers have access to the appropriate learning and development training plan and tools to meet the relevant competencies for their role
* Manage the learning journey of trainee volunteers to ensure trainees complete programmes within specified time scales and it is documented in accordance with National Citizens Advice requirements
* Undertake learning reviews and monitor the progress of new staff and trainee volunteers to support their continuing development in their role
* Manage individual new staff and trainee volunteer performance through the provision of regular feedback on performance
* Develop and deliver internal training for staff and volunteers to support continuing development, motivation and performance
* Develop and monitor metrics to evaluate the success of training
* Research, design and deliver training programmes, sessions and materials for both volunteers and staff
* Monitor staff and volunteer performance, identifying training needs to ensure they are able to meet the relevant competences for their role
* Monitor and review quality standards of information, advice and casework for both staff and volunteers
* Review training records of staff and volunteers and, with the Services Manager, develop and deliver training courses that address any ongoing learning needs
* Ensure that all work conforms to the organisation’s systems and procedures including the tracking and documentation of learning in accordance with Citizens Advice
* Keep up to date with recommended and compulsory training as set by National Citizens advice and ensure communication of these opportunities to staff and volunteers

**Administration**

* Ensure GDPR compliant training is completed on an annual basis
* Operate effective and efficient administrative systems for the documentation of training records
* Provide written and/or oral reports on progress for the Chief Officer
* Ensure trainees are booked on to training courses and other events
* Ensure stocks of training material are maintained
* Ensure that all work conforms to the organisation’s systems and procedures

**Other duties and responsibilities**

* 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 own safety and that of colleagues

 **Person specification**  
**Essential**

1. An ability to demonstrate a high level of commitment to training both individually and to an organisation
2. Relevant experience in training in a 121 and classroom environment
3. Proven ability to facilitate training both remotely and face to face
4. Proven ability to give and receive feedback objectively and sensitively. A willingness to challenge constructively.
5. Experience of designing training materials for bespoke training opportunities
6. Ability to communicate effectively verbally and in writing, particularly in an education and development setting
7. A proactive approach, including the ability to work on own initiative, as well as part of a team
8. A good up to date understanding of equality and diversity and its application to service delivery, business development and management of staff and volunteers
9. Ability to plan and prioritise to meet deadlines
10. Strong organisational skills

**Desirable**

1. Knowledge and awareness of Citizens Advice roles and training
2. Understanding/experience of the voluntary sector in which Citizens Advice operates
3. Appreciation of the local community and social challenges in the area

**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: **26 September 2021 at 17:00**

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

**Interviews:** to be held week beginning 4 October2021

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.