

JOB DESCRIPTION

CLIENT SERVICES TEAM LEADER

Job Details	
Job title	Client Services Team Leader
Hours	Full-time
Reports to	Service Delivery Manager
Location	Leeds
Salary	Scale 23-25 (£27,741- £29,577) + pension contribution

Main purpose and scope of job

The role of the Team Leader is to provide day to day management for front line services, including face to face, telephone and digital services across Citizens Advice Leeds. The post holder will lead, coach and motivate their team to deliver quality client services.

The Team Leader will provide first line management support and supervision to the staff and volunteer team and a key part of this role will be ensuring consistently accessible and high quality advice is provided to clients.

Duties and responsibilities

1. Service delivery

- 1.1. In conjunction with the Service Delivery Manager you will:
 - 1.1.1. Develop and implement procedures that will ensure effective and efficient advice services are delivered at Citizens Advice Leeds.
 - 1.1.2. Develop, implement and supervise systems for service delivery.
 - 1.1.3. Ensure that the designated services are delivered in accordance with our policies and procedures and achieve 'Green' ratings in Citizens Advice quality of advice audits.
 - 1.1.4. Ensure that service delivery targets are met and organise rotas accordingly.
- 1.2. Develop and implement training and inductions with a focus on customer care and continuous improvement.

- 1.3. Ensure services are provided during advertised opening times and within agreed time commitments.
- 1.4. Carry out regular service reviews, implementing improvements and changes as required.
- 1.5. Provide advice session supervision to staff and volunteers in accordance with CAL procedures.
- 1.6. Undertake client work including follow-up and casework as required.
- 1.7. Meet individual targets, set targets for the team and monitor performance.
- 1.8. Conduct quality checks on advice provided in accordance with CAL procedures and ensure that a high standard of record-keeping is maintained.
- 1.9. In conjunction with Service Delivery Managers take part in staff/ volunteer recruitment as required.
- 1.10. Work collaboratively with all CAL departments to ensure quality services are delivered for clients.
- 1.11. Provide cover for other Team Leaders and deputise for Service Delivery Managers as required.
- 1.12. Authorise expenditure and disburse petty cash in accordance with CAL policies.
- 1.13. Deal with complaints in accordance with CAL procedures.

2. Paid staff and volunteer supervision

- 2.1. Line manage staff allocated to this post in accordance with CAL policies and procedures including coaching, mentoring and setting targets and objectives.
- 2.2. Supervise volunteers allocated to this post, including trainees in accordance with CAL policies and procedures, including coaching, mentoring and setting objectives.
- 2.3. Through supervision identify the training needs of staff/ volunteers and agree appropriate training and development objectives.

3. Professional Development

- 3.1. Keep up to date with legislation, policies and procedures relating to advice and attend appropriate training.
- 3.2. Develop and maintain Citizens Advice competences for the roles of Adviser, Advice Session Supervisor, and Training Supervisor.

- 3.3. Attend relevant internal and external meetings as agreed with the line manager.
- 3.4. Participate in organisational initiatives to develop and improve services.
- 3.5. Identify own training needs and agree with line manager training and development activities to be undertaken.
- 3.6. Prepare for and attend supervision sessions.

4. Other duties and responsibilities

- 4.1. Maintain professional relationships with local agencies in order to further good quality of advice and research & campaigns work.
- 4.2. Provide reports for managers as required.
- 4.3. Participate in rota for opening/ locking up premises.
- 4.4. Abide by and assist in the implementation of organisational policies and procedures including Health & Safety, IT, information assurance and equalities and diversity policies.
- 4.5. Contribute to the day to day running of the premises where the services are provided.
- 4.6. Present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Citizens Advice Leeds.
- 4.7. Promote the aims, policies and membership requirements of the Citizens Advice service.
- 4.8. Undertake any other reasonable duties as may be required from time to time to ensure the smooth running of the organisation.

Person Specification

	Team Leader	
	Essential	Desirable
1. Recent experience of delivering generalist advice, working to Advice Quality Standards. (In last 5 years)	✓	
2. Thorough knowledge of advice subjects at generalist level, including welfare benefits, housing and debt.	✓	
3. Experience of engaging with clients through telephone and digital channels.		✓
4. Proven ability and willingness to meet appropriate targets, including organizational objectives and funder targets.	✓	
5. Certificate in generalist advice work or equivalent qualification. Or equivalent level of experience and skills in advice work	✓	
6. Experience of line management of staff and/or formal supervision of volunteers including performance management, setting objectives, identifying training needs and mentoring	✓	
7. Recent experience of conducting quality checks/ file reviews, assessing quality of advice and giving feedback in line with organisational procedures	✓	
8. Excellent IT skills with a thorough knowledge of Microsoft Office applications, including experience of using case management systems to carry out daily duties	✓	
9. Evidence of MAS Accreditation - advice work, casework and court representation levels		✓
10. Ability to work under pressure to meet deadlines.	✓	
11. Excellent decision making, organisational and problem solving skills	✓	
12. Good literacy and numeracy skills relevant to the role.	✓	
13. Positive approach to working in a team and contributing to wider organisation goals.	✓	

14. Ability to work flexibly to meet service targets and to participate in a rota to cover delivery (8am-6pm).	✓	
15. Ability and willingness to travel for business purposes including, training and other events as required.	✓	
16. Proactive approach to personal development and the updating of skills and knowledge.	✓	
17. Professional work ethic: honest, conscientious, self-motivated and reliable.	✓	
18. Demonstrable commitment to Citizens Advice Leeds' values of fairness, equality and social justice.	✓	