



Job Pack

Front Desk and Volunteer Supervisor

Thank you for your interest in working at Citizens Advice Leeds. In this job pack you will find information about:

- Citizens Advice Leeds
- The national Citizens Advice service
- The job description/person specification and the team the role is within
- Benefits of working for Citizens Advice Leeds
- Our approach to equality and diversity
- The application process

Timescale for applications:

- Closing date: 10am Wednesday 29th May 2024
- Interviews: 3rd June 2024 onwards.

Applications received after this time and date will not be considered. Please also note that CV's are not accepted as part of the application process.

Due to high levels of interest in our roles, we are unable to respond individually to applicants who are not invited to interview. If you do not hear from us by 10th June 2024, you should assume you are not being invited to interview on this occasion.

Applications should be sent to:

jobs@citizensadviceleeds.org.uk



Citizens Advice Leeds

Citizens Advice Leeds is a local charity working for a fairer society and the relief of poverty. We help individuals, families and communities by:

- Empowering people to exercise their legal and human rights and
- Campaigning for policy solutions to prevent and combat poverty and injustice

Citizens Advice Leeds is the largest provider of free and independent advice in the city, helping over 30,000 people a year through telephone, online and face-to-face services delivered at over 20 locations citywide. We have around 65 employees and 30 volunteers at any time.

Our key objective over the last five years has been to make it easier for more people to get the advice they need, doubling the number of people we help and making it easier for people to contact us by phone, email or in person. Our commitment to access and quality means that:

- We consistently achieve good and excellent scores in quality of advice assessments.
- We provide access to justice for people most at risk of social and financial exclusion, e.g.
 - o We deliver advice sessions in mental health services and GP surgeries and provide free access to interpreters;
 - o 32% of our clients are from racially minoritised groups;
 - o 49% of our clients have a disability or long term health condition.
- We consistently demonstrate standards of excellence across all areas of governance, management, equalities and operational management.

The role

Job title	Front Desk & Volunteer Supervisor
Location	Leeds City Centre
Hours	28 hours per week, worked over 5 days covering 8.30am to 2pm
Reporting to	Learning and Development Manager
Contract	Fixed term until 31.3.25, with extension subject to funding
Salary scale	NJC Scale points 18-20 (£29,269-£30,296p.a.) pro rata

This role involves working as part of Citizens Advice Leeds Advice Hub Team to ensure the smooth running of the Hub . The post holder will be the first point of contact for face to face service users, carrying out initial checks, booking appointments and providing information. You will also work with the Learning & Development Manager to build and supervise a team of Customer Service Volunteers.

Job description & person specification.

Main duties and responsibilities

1. Advice Hub

- 1.1 Act as first point of contact for the Customer Services Team, providing initial checks to clients in accordance with policies and procedures and maintain a front desk rota, covering the front desk where required.
- 1.2 Ensure excellent customer service is delivered to Citizens Advice Leeds service users and visitors , including welcoming service users and visitors, explaining reception processes, checking appointment availability and booking appointments.

- 1.3 Ensure that Citizens Advice membership standards and Citizens Advice Leeds policies and procedures are adhered to in delivering the service.
- 1.4 Record statistical and case information including client details in accordance with Citizens Advice Leeds procedures.
- 1.5 Signpost or refer service users to other organisations as appropriate.
- 1.6 Ensure the service is provided in accordance with contractual requirements and meets the agreed targets.
- 2.7 Work cooperatively with other (paid and volunteer) staff at Citizens Advice Leeds, to develop and maintain good working relationships across all departments
- 2.8 Provide support and coaching to the Customer Service volunteers
- 2.9 Be aware of organisational procedures for dealing with actual and potential discrimination issues.
- 2.10 Provide administrative support as required, including scanning, preparing paperwork & leaflets
- 2.11 Ensure administrative processes are followed in order to maintain accurate records, and be able to review and improve such processes.
- 2.12 Use IT for recording, document production, promotional materials, statistical recording and other information required for reports on the service.

2. Volunteer supervision and recruitment

- 2.1 Supervise volunteers allocated to this post, including trainees in accordance with CAL policies and procedures including coaching, mentoring and setting objectives.
- 2.2 Hold supervision meetings and annual reviews in accordance with CAL policies and procedures
- 2.3 Provide feedback on performance to volunteers
- 2.4 Through supervision identify the training needs and agree appropriate training and development objectives.

- 2.5 Identify, and where appropriate meet, individual training, support and development needs of volunteers.
- 2.6 Liaise with other staff to ensure trainees' learning objectives are met.
- 2.7 Implement procedures to support volunteers who leave the organisation, including exit interviews.
- 2.8 In conjunction with the Learning & Development Manager and Team Leaders, develop volunteer role descriptions
- 2.9 Lead on the recruitment of Customer Service Volunteers, including selection, induction and training.

3. General

- 3.1 Contribute to creation of a positive working environment in which equality and diversity are well managed, dignity at work is upheld and all staff and volunteers are encouraged to perform to the highest standards.
- 3.2 Assist in maintaining effective communication across the organisation
- 3.3 Identify own training and development needs and agree with the line manager on the best ways of meeting these.
- 3.4 Demonstrate commitment to the aims and policies of the Citizens Advice service.
- 3.5 Promote the role of research and campaigns work in the Citizens Advice service and ensure staff and volunteers are trained appropriately.

4. Professional Development

- 4.1 Keep up to date with relevant online systems, policies and procedures and attend appropriate training relevant to the area of support.
- 4.2 Prepare for and attend relevant internal and external meetings as agreed with the line manager.
- 4.3 Participate in organisational initiatives to develop and improve

services.

- 4.4 Identify own training needs and agree with line manager training and development activities to be undertaken.
- 4.5 Prepare for and attend supervision sessions.

5. Other duties and responsibilities

- 5.1. Maintain positive, professional working relationships with a range of local organisations to further good quality of advice and Research and Campaigns work.
- 5.2. Work closely with the other services at CAL and Citizens Advice in order to establish good referral links.
- 5.3. Participate in the development of literature to promote the service including self-help materials as appropriate.
- 5.4. Adopt a continuous development approach to help ensure that Citizens Advice Leeds provides high quality services, meeting the requirements of grant/contractual agreements, quality standards, partners and service users.
- 5.5. Promote the aims, principles and membership requirements of the Citizens Advice service.
- 5.6 Abide by and assist in the implementation of office policies and procedures including health and safety, IT, information assurance, safeguarding and equalities and diversity policies.
- 5.7 Present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Citizens Advice Leeds.
- 5.8 Carry out any other relevant duties as determined by the line manager to ensure the effective delivery and development of Citizens Advice Leeds services.

Person specification

	Essential
1.	Experience of working professionally with a wide ranging client group and supporting distressed or vulnerable clients
2.	Demonstrable ability to identify training needs and to coach and mentor learners in meeting them.
3.	Experience of providing excellent customer service and acting as first point of contact.
4.	Ability to interpret information and convey it in a way that is understandable to clients.
5.	Proven ability and willingness to work under pressure to meet appropriate targets, including organisational objectives and project targets.
6.	Proven ability to give and receive feedback objectively and sensitively and to challenge constructively.
7.	Excellent written and verbal communication skills and the ability to communicate effectively with a wide range of people and experience of engaging with clients/customers.
8.	Excellent IT skills with a thorough knowledge of IT office applications, including experience of using case management systems to carry out daily duties
9.	Excellent decision making, organisational and problem solving skills
10.	Good literacy and numeracy skills relevant to the role.
11.	Positive approach to working in a team and contributing to wider organisation goals and demonstrable ability to work independently and build successful relationships with staff, volunteers and other stakeholders.

12.	Ability to work flexibly to meet service targets and to cover Hub delivery Monday-Friday 8.30am-2.30pm at our City Centre Hub.
13.	Ability and willingness to travel for business purposes including, training and other events as required.
14.	Proactive approach to personal development and the updating of skills and knowledge.
15.	Professional work ethic: honest, conscientious, self-motivated and reliable.
16.	Demonstrable commitment to Citizens Advice Leeds' values of fairness, equality and social justice.

	Desirable
1.	Experience of working in the voluntary, FE or advice sectors paid or unpaid capacity.
2.	One years' recent (in last 3 years) experience of supervising volunteers and/ or staff.
3.	Knowledge of advice subjects at generalist level, including housing and debt.
4.	Ability to identify clients' problems, and seek to resolve them

Benefits of working for Citizens Advice Leeds

Citizens Advice Leeds offers a competitive remuneration package with additional benefits that support a positive work-life balance:

- Full-time hours are 35 per week with a flexible working policy
- Defined contribution pension scheme
- Employee assistance programme with access to 24/7 telephone support
- Annual leave entitlement starting at 25 days p.a. (plus bank holidays) and increasing with long service
- Incremental pay awards
- We are a Disability Confident Employer and a Mindful Employer
- City centre location with good transport links

Our commitment to equality and diversity

Citizens Advice Leeds is committed to providing a supportive and inclusive culture for our employees, volunteers, service users and other stakeholders.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We value the benefits of having a diverse workforce and will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

Citizens Advice Leeds is a Disability Confident Employer and a Mindful Employer and we are committed to showing a positive and enabling attitude to employees and job applicants with disabilities or mental health issues and our employee policies and benefits support that commitment.



The application process

- You will find details about our vacancies and how to apply on our website www.citizensadviceleeds.org.uk on the *Working for us* page. On this page you can download:
 - Job descriptions for current vacancies
 - Guidance on how to apply
 - Application form
 - Diversity monitoring form
- When you have filled in the application form please email it to us at jobs@citizensadviceleeds.org.uk
- You can also send your completed diversity monitoring form to jobs@citizensadviceleeds.org.uk .
- If you are shortlisted for a role we will contact you to invite you to an interview. Interviews are carried out by a panel of 2-3 people and are usually face-to-face. Interviews may be carried out online if necessary.
- We may also ask you to undertake an exercise as part of the assessment process. This could include providing answers to case studies for advice roles, making a presentation for a management role, or other appropriate activity.
- Following the interview process you will be contacted to inform you if we are making an employment offer or not. This verbal offer will be followed by a written confirmation subject to the receipt of satisfactory references and completion of ID and other checks as required for the role.
- Verbal feedback will be offered to candidates who are unsuccessful at the interview but we do not provide written feedback.

Application form

Complete the application form and return it by post or email no later than the closing date referred to in the advert. If you return your application via email there is no requirement to send a hard copy in the post.

CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you

complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the criteria for the role for which you are applying.

Please provide one example for each criterion. Choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Provide recent work examples wherever possible but examples from other aspects of your life such as voluntary work, school or college experiences, can also be given.

Disability Confident Employer

As an organisation that values equality, fairness and diversity, Citizens Advice Leeds encourages applications from candidates from all backgrounds. We are a Disability Confident Employer and signatories to the Mindful Employer Charter.

We commit to invite to interview all disabled applicants who meet the minimum (essential) criteria for the role. To opt into this scheme, please tick the relevant box on the application form. The essential criteria for the role are shown in the person specification. Please let us know if you have any access or adjustment needs as part of the recruitment process.

If you are invited to an interview we will ask you about any access needs or adjustments to the interview/assessment process that you may need. Please be assured we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment process, although we cannot guarantee to be able to meet all requests.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre) and information on this will be provided if you are invited to interview.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. If you are invited to an interview you will be asked to provide evidence of your entitlement to work in the UK at that time.

Diversity Monitoring

Citizens Advice Leeds encourages and welcomes applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures

is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Leeds. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

References

All job offers are subject to the receipt of two satisfactory references. One should be from your current or most recent employer (or your course tutor if you have just left education). The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Leeds will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Leeds but we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying requires a DBS disclosure, this will be noted in the application pack.