



Job Pack

Advice Team 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 Monday 9th September 2024
- Interviews: 16th September 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 30th September 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 where people are free from the effects of poverty and injustice. 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 30,000 people a year through telephone, online and face-to-face services delivered at over 20 locations citywide. We have around 60 employees and 40 volunteers at any time.

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, GP surgeries, and children's centres 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.



Citizens Advice

Citizens Advice Leeds is one of nearly 300 local organisations who are members of Citizens Advice. Citizens Advice is a national charity with a variety of responsibilities including:

- Regulating quality standards in the Citizens Advice service and supporting local citizens advice offices
- Advocating policy change based on evidence gathered from the service
- Managing the consumer advice service
- Co-ordinating Witness Services delivered in local courts.

The role

Job title	Advice Team Supervisor
Hours	35 hours per week (Full Time)
Reports to	Team Leader
Location	Leeds/ Hybrid
Salary	NJC Scale points 18 - 22 (£29,269 - £31,364) per annum

Main purpose and scope of job

The aim of the post is to supervise and deliver front line advice services across Citizens Advice Leeds. The Supervisor will have a lead focus on delivering high quality advice services, conducting quality checks and supporting, consulting with and supervising volunteers and staff.

Advice will be delivered via a variety of channels including telephone, face to face and digital

Job description & person specification

1. Service Delivery

- 1.1 In conjunction with the Team Leader develop and implement procedures that will ensure effective and efficient services are delivered
- 1.2 Develop and implement training and inductions with a focus on customer care and continuous improvement
- 1.3 With the Team Leader, seek to ensure that the services achieve high quality ratings in Citizens Advice Quality of Advice Audits for example through providing advice, consultancy for others and case checking.
- 1.4 Ensure services are provided face to face, on the telephone and via digital channels as required.
- 1.5 Carry out regular reviews, implement improvements and changes as required

- 1.6 Provide day to day advice session supervision, consultation and support to staff and volunteers in accordance with organisational procedures
- 1.7 Conduct quality checks on information and advice provided in accordance with Citizens Advice Leeds procedures and ensure a high standard of advice and record keeping is maintained across the team.
- 1.8 In conjunction with the Team Leader, organise staff/ volunteer rotas to ensure the service operates to agreed requirements, including checking planned absences and managing unplanned absence
- 1.9 In conjunction with the Team Leader take part in staff/ volunteer recruitment as required
- 1.10 Meet individual targets, set targets for the team and monitor performance
- 1.11 Undertake client advice work, casework and maintain a caseload as required
- 1.12 Ensure client enquiries are dealt with appropriately in line with Citizens Advice Leeds procedures.
- 1.13 Work collaboratively with all departments to ensure quality services are delivered for clients
- 1.14 Provide cover for other Team Supervisors as required
- 1.15 Authorise expenditure and disburse petty cash in accordance with policies.
- 1.16 Deal with complaints in accordance with Citizens Advice Leeds procedures.

2. Paid staff and volunteer supervision

- 2.1 Line manage staff allocated to this post in accordance with organisational policies and procedures including coaching, mentoring and setting targets and objectives
- 2.2 Provide support and supervision to volunteers and staff as required in accordance with organisational policies and procedures
- 2.3 Provide feedback on performance to staff/ volunteers allocated to this post
- 2.4 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 work and attend appropriate training.
- 3.2 Attend relevant internal and external meetings as agreed with the line manager.
- 3.3 Participate in initiatives to develop and improve services.

3.4 Identify own training needs and agree with line manager training and development activities to be undertaken.

3.5 Prepare for and attend supervision sessions.

4. Other duties and responsibilities

4.1 Contribute to monitoring and evaluation of the service and provide reports as requested for managers.

4.2 Use IT for case recording, document production, statistical recording and other information required for reports on the service.

4.3 Promote the aims and principles of the Citizens Advice service.

4.4 Abide by IT, information assurance and equalities and diversity policies, health and safety guidelines and share responsibility for own safety and that of colleagues.

4.5 Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Person specification – Advice Team Supervisor

	Essential	Desirable
1. Recent experience (In last 3 years) of delivering generalist advice- Welfare Benefits, housing, debt and employment including taking action to progress the case and completing benefit applications such as PIP, ESA, etc.	✓	
2. Ability to provide consultancy and act as advice session supervisor to staff and volunteers	✓	
3. Experience of delivering a casework service to clients		✓
4. Certificate in generalist advice work or equivalent qualification. Or equivalent level of experience and skill in advice work	✓	
5. Ability to support staff and volunteers, including consultancy, case checking, giving feedback and addressing performance issues.	✓	
6. Experience of engaging with clients face to face and through telephone and digital channels.	✓	
7. Proven ability and willingness to meet appropriate targets, including organizational objectives and funder targets.	✓	
8. Experience of conducting quality checks/ file reviews, assessing quality of advice and giving feedback	✓	
9. Excellent IT skills with a thorough knowledge of IT office applications, including experience of using case management systems to carry out daily duties	✓	
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.	✓	
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.	✓	

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.