



Advice Session Supervisor

£25,000 to £28,000 FTE depending on experience and pro rata to hours worked

16 hours per week (job share considered)

Permanent contract, based in Dorking and Leatherhead

About the role

There's never been a more important time to work for Citizens Advice. As energy bills rocket and costs continue to rise, many are struggling to make ends meet, and we're experiencing record-breaking demand for our services.

We give people the knowledge and confidence they need to find their way forward – whoever they are and whatever their problem. For everyone, for over 80 years.

We are seeking someone who is passionate about giving an effective service to everyone and who is not afraid to drive change and improvement. You will need to demonstrate that you are a strong team player, with an eye for detail, and have great people skills. You will thrive in a busy environment and have a positive 'can do' attitude.

You will also be passionate about helping others to reach their full potential, contributing to their development, and seeing them thrive. You will have excellent communication skills and the ability to supervise, motivate and manage people. You will complement this with strong IT skills.

You may currently be working as an experienced adviser or caseworker within our service and looking to step up to a supervisory role. Or you might have transferable skills from another similar organisation and want to train in advice giving to enable you to assume a supervisory role. Either way, we are keen to hear from you.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. If this role sounds like you and you would like to know more, or to have an informal chat, please email admin@camv.org.uk. We will send you a detailed job pack and help you with any information you would find helpful.

The deadline for this post is 11.59pm on Wednesday 8th November 2023