



# Advice Session Supervisor

Thank you for your interest in working at Citizens Advice Mole Valley (CAMV). This job pack should give you everything you need to know to apply for this role and what it means to work at CAMV.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Citizens Advice Mole Valley
- The role profile and personal specification
- Applying for the role
- What we give our staff

## Want to chat about this role?

If you want to chat about the role further, you can contact us by emailing [admin@camv.org.uk](mailto:admin@camv.org.uk)

To apply, please send your application form to [admin@camv.org.uk](mailto:admin@camv.org.uk). Please also complete our diversity monitoring form.

Closing date: 08 November 2023

Interview date: to be confirmed, but provisionally week beginning 13 November

Start date: asap after interview

# 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.

## 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 250 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.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members.

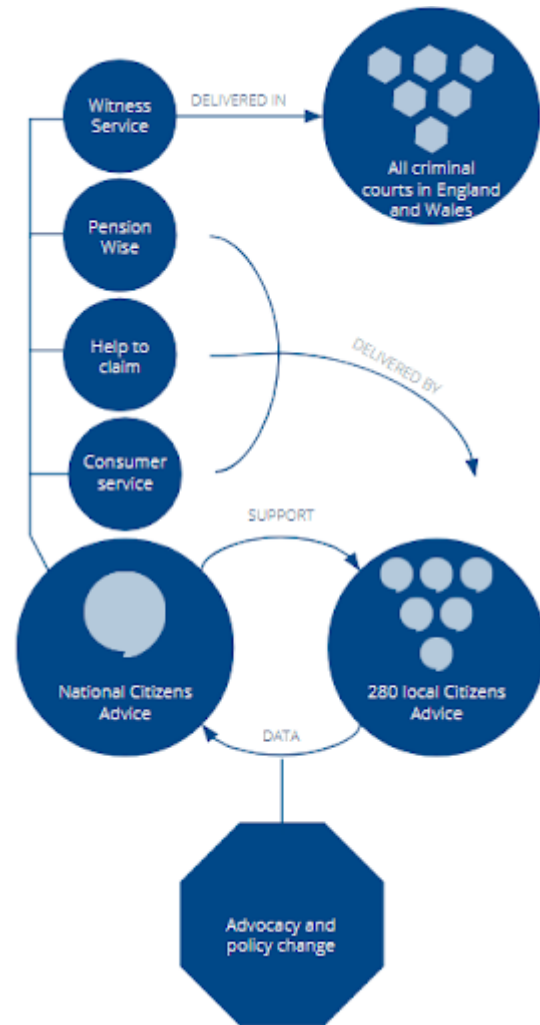
This role sits within our network of independent charities, delivering services from

- 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.



# Citizens Advice Mole Valley

CAMV covers the towns of Leatherhead and Dorking, plus the surrounding villages. We have an office in both towns, plus we offer outreach at locations in the north and south of our area.

Mole Valley is often considered to be affluent with high levels of employment and rates of home ownership. However, there are significant pockets of deprivation. We are an independent local charity and limited company supporting some of the most vulnerable in our community.

We provide free, confidential, impartial and independent information, advice, casework and support for the benefit of the local community, as well as using our unique evidence-based approach to exercise a responsible influence on policy and practice to address the underlying cause of problems for our clients.

Governed by a board of 8 trustees, we have a highly skilled workforce to support the organisation. This includes 9 staff and 35 volunteers. We provide a generalist advice service through which the public can access advice from Monday to Friday via email, in person and over the telephone. Our core funding is primarily provided by Mole Valley District Council, with remaining funding through specialised project funding.



## The role

**16 hours per week (options for job share or part time working available, exact working pattern to be agreed with the right candidate)**

**£25,000 to £28,000 FTE dependent on experience, pro rata to hours worked**

**Permanent**

**Office based (Dorking and Leatherhead).**

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.

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



# Role profile

## **Supervising**

- Manage the advice session, overseeing and supporting volunteers with client related work including in-person and telephone appointments; and ensuring adequate staffing and resource, in consultation with the Deputy Manager.
- Keep advice knowledge up to date, in order to undertake advice work as and when required.
- Undertake quality assurance including case checking and quality of advice audit.
- Provide constructive feedback to volunteers with a view to maintaining their motivation and skills development, as well as helping CAMV to achieve its quality objectives.
- Maintain effective systems and records, working cooperatively with colleagues to encourage good team-work and clear lines of communication.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld, safeguarding issues are monitored and volunteers are motivated to do their best.

## **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training and any other training relevant to the role.
- Attend relevant internal and external meetings.
- Develop and maintain positive working relationships with external partners within the scope of the Advice Session Supervisor role.
- Participate in organisational initiatives to develop and improve services.

## **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 advice service.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



# Person specification

## Essential

- Ability to manage and supervise others including ability to develop and motivate volunteers, as well as an ability to give and receive feedback objectively and sensitively.
- Identify the training needs of staff through support, mentoring and supervision and work with the Deputy Managers to implement this.
- Ability to communicate effectively verbally and in writing.
- Ability to analyse and interpret complex information as well as adequate numeracy skills.
- An understanding of the issues involved in interviewing clients.
- Ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, and electronic resources in the provision of advice.
- Ability to work on your own initiative and monitor and maintain your own standards of work.
- Ability to maintain confidentiality and an understanding of its importance to the role.
- A commitment to work within the aims, principles and policies of the Citizens Advice service.
- An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of volunteers.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
- A positive attitude and collaborative approach to working with staff and volunteers.

## Desirable

- Experience of supervising advice work.
- Basic knowledge of one or multiple enquiry areas (eg debt, housing, benefits)
- Experience working within Citizens Advice.



## Applying for this role

Along with this job pack your email should include:

Application form  
Diversity questionnaire

### Top tips to complete the application!

On the application form please be careful to **demonstrate how you meet the essential criteria listed in the person specification**. Please outline any relevant experience or examples per criteria. When assessing applications, we make decisions based on the quality and relevance of the evidence you provide of how you meet the person specification.



## What we give our staff

### ANNUAL/TOTAL LEAVE

23 days pa plus all statutory bank holidays. Employees working less than full-time hours will have a holiday entitlement which is calculated pro rata according to the number of days/hours per week, as compared to a full-time employee.

### PENSION SCHEME

NEST pension scheme

### A COMMITMENT TO YOUR DEVELOPMENT

Helping you achieve is important to us at Citizens Advice. Training will be provided, and we will work collaboratively with you to identify your learning and development needs, and to assist you to reach these goals. This is a great opportunity to launch and develop your career in the voluntary sector developing a wealth of useful knowledge, skills and experience.

### DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.



## **EQUALITY AND DIVERSITY**

Citizens Advice Mole Valley is committed to providing a supportive and inclusive culture. We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate as a service provider and an employer. We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, diversity and inclusion a fundamental part of all our activities.

We recognise that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and accessible.

Citizens Advice Mole Valley will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, gender identity (transgender), disability, nationality, national or ethnic origin, religion or belief, marital / partnership or family status, caring responsibilities, sexual orientation, age, those identifying as non-binary, social class, educational background, employment status, working pattern, trade union membership or any other factor that is not relevant to your potential employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our equality and diversity policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

## **DIGNITY AT WORK**

Citizens Advice Mole Valley is committed to creating a work environment where everyone is treated with dignity. All our employees are expected to have read and understood our dignity at work policy and to ensure they behave in accordance with its principles. This includes providing a work environment free from bullying and harassment. We are dedicated to providing equal opportunities in employment and to avoid unlawful discrimination with employees, against customers and visitors and we have zero tolerance for such behaviour.

## **POLITICAL IMPARTIALITY**

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid misunderstanding or conflicts of interest, guidelines have been established on staff taking part in party political activities. If you currently hold or are intending to stand for local or national political office, then we will expect you to tell us about this if shortlisted for interview.