



# Advice Services Supervisor

## Job pack

Thanks for your interest in working for Citizens Advice Bromley. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Bromley
- The role profile and personal specification

## 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 300 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.

# How Citizens Advice Bromley works

Our main focus of activity is around the needs for advice and representation of people who live or work in Bromley, and our services are geared to reflect what they want from us. Feedback from our existing clients suggests that they value the professionalism of our service, the depth and expertise of the advice available and the accessibility of the service once initial contact has been made. Citizens Advice Bromley is now working as partners with other organisations such as the Bromley Third Sector Enterprise (BTSE) with Age UK Bromley & Greenwich, Bromley & Lewisham & Greenwich Mind, Bromley Mencap & Community Links Bromley on our Bromley Well project as well working alongside the foodbank in Bromley and working as partners on the Debt Free London project as well as with Clarion Housing Group amongst others.

## Generalist Services

In addition to the work operating the helpline on our on our Bromley Well project we offer a service which consists of information and advice by way of our initial assessment, advice and casework service. Citizens Advice Bromley comprises:

- Our office in Bromley Town which provides initial assessment and advice service. Subject areas include: consumer, money advice, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these.
- We currently operate three outreach services in Orpington and Beckenham & Penge collectively which provide initial assessment and advice service. Subject areas include: consumer, debt, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these. As well as providing additional advice our outreach services also work with the foodbanks services in Bromley.
- In addition we subcontract a Forms Completion Service to Age UK Bromley & Greenwich which provides assistance with form filling for those who are unable to attend the local office or outreaches due to ill health. Referrals to this service are taken from a number of organisations in Bromley.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

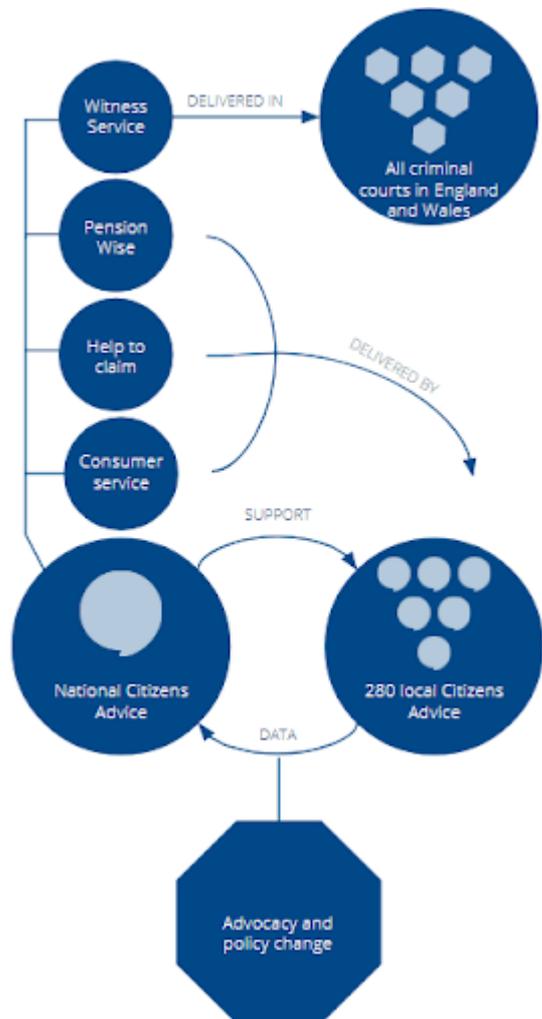
This role sits our network of independent charities, delivering services from

- 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.





## The role

<b>Reporting to:</b>	Service Operations Manager
<b>Salary:</b>	£28,563 per annum
<b>Hours:</b>	37.5 hours
<b>Duration:</b>	Fixed Term to 30 September 2020

### **Context of the role:**

Citizens Advice Bromley is looking for an Advice Services Supervisor to support our team of volunteers and staff.

Working with our excellent senior management team, our Quality & Performance Manager and our Supervisors' you will contribute to the smooth running of the service.

Working across the service you will provide support and supervision on all our projects including supervision of our new Universal Support – Help to Claim project.



# Role profile

## **Supervising advice sessions and / or casework**

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records / telephone calls/webchat etc. of designated staff to meet quality standards and service level agreements.
- Through case checking ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
- Keep technical knowledge up to date and provide technical support to advisers and/or caseworkers
- Work together with our Senior Management Team, Quality Performance Manager and Training and Development Officer to enhance the quality of the advice given, case recording and ensure that performance is in line with funder requirements

## **Staff management**

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction of new staff as delegated.
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.

## **Learning, development and training**

- Identify learning and development needs of designated staff and contribute to Citizens Advice Bromley's learning and development plan.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff.
- Contribute to the assessment of competence of designated staff.
- Co-ordinate assessment activities and make final decisions on competence.

## **Generic**

- Undertake advice work as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to Citizens Advice Bromley's planning process by providing regular reports and feedback on the areas of responsibility.
- Attend internal and external meetings as agreed with the line manager
- Prepare for and attend Supervisor meetings/team meetings and staff meetings as appropriate
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the office team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

## **Networking and partnerships**

- Develop links with relevant statutory and non-statutory agencies relevant to the role including DWP and the Local Authority
- Use influencing skills to promote Citizens Advice Bromley and foster good relationships with external organisations

## **Research and Campaign**

- Assist with research and campaigns work by providing information about client's experience related to the Universal Support project
- Collect evidence to highlight problem areas
- Provide case studies to demonstrate the impact of the project
- Assist with compiling reports on the impact of Universal Credit
- Use influencing skills to promote Citizens Advice Bromley and foster good relationships with external organisations



# Person Specification

## Essential

1. Proven ability to supervise others, including ability to recruit, develop and motivate staff.
2. Proven ability to monitor the quality of advice work and develop the service to maintain a high level of advice work using casework systems and procedures.
3. Proven ability to develop individuals or groups by providing support, guidance and/or training.
4. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
5. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions and a willingness to learn, support and develop webchat
6. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
7. Ability to monitor and maintain own standards.
8. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
9. Demonstrable understanding of the issues affecting society and their implications for clients and service provision and an ability to work towards ensuring change for society.
10. Ability and willingness to work as part of a team
11. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
12. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff.
13. A commitment to continuous professional development.
14. Work in a variety of settings including community outreach, Jobcentres and local authority offices as required
15. Undertake fortnightly evening sessions for Honorary Legal Advisers (HLA's) as required

**In accordance with Citizens Advice national policy the successful candidate may be required to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.**

## Review

**This job description will be reviewed regularly as part an organisational development, performance review and may be a subject to variation.**