**Advice Service Team Leader – Role Description**

**Role Purpose**

Citizens Advice East Berkshire is seeking to appoint a highly motivated and experienced **Advice Service Team Leader**, to start as soon as possible.

The successful candidate will lead a team of staff and volunteers in providing a high-quality advice and information service across East Berkshire, from our two offices, various outreach locations, and through telephone and digital access channels.

You will support the Advice Services Manager, delivering advice services; managing staff and volunteers by undertaking one-to one’s, training, and development; and ensuring our services are delivered, monitored, evaluated, and developed effectively and efficiently. Demonstrable work experience in these areas will be required.

The ideal candidates will have previous Citizens Advice experience, potentially as an Advice Session Supervisor or equivalent, but we would consider individuals from other backgrounds who have demonstrable experience in an advice-giving capacity and leading teams.

You must have a minimum of two years’ experience of advice work including advising or supporting on complex cases in welfare rights, benefits, employment, housing, and debt, and have experience in the provision of staff & volunteer support, development, and motivation.

The postholder will work closely with public and voluntary sector partners, as well as a committed and experienced team. You will be confident in working with stakeholders at all levels and be able to grow and develop great partnerships while acting as an ambassador for Citizens Advice East Berkshire.

Citizens Advice East Berkshire operates a range of services and projects, ranging from generalist advice services to those that work with our more vulnerable clients. The successful candidates will be allocated to a team based on their experience and knowledge.

Interviews will be arranged as they are received and the openings will close upon successful appointment, so it is advised applications are submitted promptly to avoid disappointment.

You must be eligible to work in the UK and a DBS check is required for this role.

**Salary (DOE):** FTE £30,000-£32,000

**Hours:** Full time – 37 hours

**Contract Term:** Permanent

**Location:** Based in our Maidenhead and Bracknell offices with some remote working possible.

**Reporting to:** Advice Services Manager, Citizens Advice East Berkshire

**Main Duties and Responsibilities**

**Service Leadership & Management**

* Manage and develop advice services and projects to ensure quality, ease of access and consistency throughout the service
* Ensure projects meet funder targets and are delivered within the budgets
* Lead the advice teams and delegated projects, including leading regular team meetings for staff and volunteers
* Prepare and issue reports as required for the Advice Services Manager, attending meetings as required to present findings and recommendations

**Staff and Volunteer Management**

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

**Supervising Advice Sessions**

* 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 all the case records of designated staff, volunteers, and trainees to meet quality standards and service level agreements.
* Ensure remedial and developmental and training issues are identified and acted on in a timely manner 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.

**Networking and partnerships**

* Grow and maintain partnerships with professional and voluntary sector partners, while acting as an ambassador for Citizens Advice East Berkshire.
* Develop links with relevant statutory and non-statutory agencies relevant to the role.
* Attend regular team meetings with external partners, present our services, and act upon feedback to improve our services
* Use influencing skills to promote Citizens Advice and foster good relationships with external stakeholders.

**Learning & Professional Development**

* Keep up to date with legislation relevant to the role, trends, ideas and thinking
* Attend and actively participate in regular support and supervision sessions and appraisals with the Advice Services Manager.
* Identify your own learning and development needs and take steps to address these.

**Administration**

* Monitor and evaluate activities appropriate to the role and contribute to the organisational planning process by providing regular reports and feedback on areas of responsibility.
* Develop and maintain effective admin systems and records relevant to the role.
* Ensure that detailed records for the purposes of information retrieval, statistical monitoring and report preparation are maintained and developed
* Produce comprehensive, analytical and developmental oral and written reports on the work of the service as required.

**Other**

* 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 (R&C) issues and ensure R&C is promoted and integrated in a way relevant to the role.
* Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
* Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
* Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
* In addition to the tasks and duties outlined in this job description, to undertake such duties which are generally compatible with the functions of the post

**Person Specification**

**Essential:**

* Experience of implementing and monitoring business related objectives
* Previous provision of one-to one’s, training, and employee development.
* Minimum of two years’ experience of advice work including advising or supporting on complex cases in welfare rights, benefits, employment, housing, and debt.
* Ability to commit to, and work within, the aims, principles, and policies of the Citizens Advice service.
* A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of volunteers.
* Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability to monitor and maintain own standards.
* Ability to communicate effectively verbally and in writing.
* Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
* Demonstrable understanding of the issues involved in interviewing clients.
* Proven ability to manage / supervise others, including ability to recruit, develop and motivate volunteers.
* Proven ability to monitor and maintain service delivery against agreed targets.
* Ability to monitor and analyse statistics and check accuracy of calculations.
* Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training.
* Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
* Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
* Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
* Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
* Ability to monitor and maintain recording systems and procedures.
* A commitment to continuous professional development.
* Has a right to work in the UK

**Desirable:**

* Has previous Citizens Advice experience, ideally as an Advice Session Supervisor or equivalent
* May suit someone that has worked in the voluntary sector as a Service Manager, Senior Team Leader, or equivalent.
* Qualifications/ CPD that would be beneficial to this role.