



Advice Services Supervisor – Role Description

Role Overview

The primary responsibility of this role is to oversee the advice service, providing guidance and assistance to advisers and caseworkers in delivering favourable advice outcomes to individuals within the local community. Additionally, the role involves conducting quality assurance procedures, including case evaluations, to uphold the standard of advice provided. You will work across each of the Citizens Advice East Berkshire offices and other locations as required to meet service demands. This position frequently involves offering support to individuals facing significant mental health challenges and distress. Collaboration with professional and voluntary sector partners is integral to the role, as is working alongside a dedicated and seasoned team. A DBS check and proof of eligibility to work in the UK are mandatory requirements for this position.

Salary: Up to £28,350 pro-rata, dependent on experience

Hours: 12 hours per week, although alternative hours considered for the right candidate

Contract Term: Permanent

Location: Hybrid, but primarily office based (travel between offices in Bracknell, Maidenhead and Slough will be required)

Reporting to: Advice Services Manager, Citizens Advice East Berkshire

Main Duties and Responsibilities

Advice Service

- Supervise advice sessions spanning each of the Citizens Advice East Berkshire offices, providing support to the generalist team of advisers and caseworkers.
- Monitor and evaluate the quality of advice given, ensuring adherence to national QAA standards, and offer timely feedback and assistance as necessary.
- Conduct case checks, including monthly QAA assessments, offering coaching and feedback, and overseeing any necessary corrective actions.
- Ensure readiness of advice sessions during core hours, including opening and closing the office and completing associated tasks.
- Maintain focus on achieving positive outcomes, including financial gains and soft outcomes related to welfare benefits, income maximisation, debt management, housing security, and subsequent improvements in health and well-being.
- Undertake staff and volunteer appraisals in line with agreed schedule.
- Assist management in promoting and enhancing the service, with a focus on advice quality.
- Aid the training team in delivering training and development sessions for trainees and experienced advisers and caseworkers, overseeing quality assessments, supporting induction and peer mentoring, providing feedback, and other related duties.

- Collaborate with colleagues across Citizens Advice East Berkshire to share knowledge and foster a culture of teamwork.
- Engage in and advocate for research and campaign initiatives, particularly addressing discrimination and other challenges faced by service users, contributing to reports and case studies as necessary.

Professional Development:

- Participate in learning and development activities to attain and maintain supervisor competencies and promote best practices.
- Stay updated with relevant legislation, case law, policies, and procedures, and undertake appropriate skills and subject-based training.

Administration:

- Utilise and maintain case records using case management systems.
- Ensure case records adhere to QAA requirements and other best practice principles.
- Manage information for reporting, case studies, and outcome measures.
- Ensure all work aligns with relevant Citizens Advice quality standards, systems, and procedures.

Generic:

- Keep abreast of Citizens Advice aims, policies, and procedures, ensuring compliance.
- Support the equality and diversity strategy of the Citizens Advice service through work practices.
- Stay informed about research and campaign issues, providing relevant evidence.
- Maintain efficient administrative systems and records pertinent to the role.
- Attend regular internal and external meetings relevant to the position.
- Foster cooperation among colleagues, promoting teamwork, clear communication, and shared practices.
- Adhere to health and safety guidelines, prioritising personal and colleagues' well-being.
- Identify personal learning and development needs and pursue opportunities to address them.
- Undertake any additional tasks within the role's scope to ensure effective service delivery and development.

Networking and Partnerships:

- Cultivate relationships with relevant statutory and non-statutory agencies pertinent to the role.

Person Specification

- Compassion and drive to offer high-quality advice and casework support to clients.
- Experience in delivering advice and casework, particularly in welfare benefits and debt advice, both face-to-face and remotely.
- Prior experience in supervisory roles, preferably within an advice-focused environment.

- Demonstrated ability in quality assurance work, ensuring adherence to established standards and providing effective coaching and feedback.
- Dedication to achieving optimal outcomes for clients through the provision of exceptional advice and casework.
- Proficient organisational and time management abilities, effectively utilising systems, prioritising tasks, and responding promptly to client needs.
- Excellent communication skills, including active listening and empathetic responses to challenging situations.
- Adaptability to handle diverse situations calmly and professionally.
- Capability to work independently while being proactive in seeking support from the wider team when needed and managing obstacles.
- Proficiency in using IT systems, including case management, debt, and benefits calculations, as integral components of daily responsibilities.
- Self-awareness to give and receive feedback constructively, actively engaging in personal development goals.
- Willingness to work across each of Citizens Advice East Berkshire's offices and other locations as required to meet service demands.
- Commitment to the values and principles of the Citizens Advice service, including its equality and diversity policies, and participation in research and campaigning activities.
- Ability to provide relevant evidence of involvement in research and campaign initiatives.
- Capacity to contribute to an innovative, supportive, and collaborative organisational and team culture, sharing tasks and aligning efforts with organisational objectives.
- Proficiency in utilising a variety of reference resources.