



## Job Pack

### Advice Service Supervisor “Plus”

Thanks for your interest in working at Citizens Advice East Berkshire. 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 East Berkshire.

In this pack you'll find:

- Our values
- Things you should know about us
- Overview of Citizens Advice East Berkshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff

We are...  
**highly trained  
advisers here  
to help.**



We are



The people's champion.

# Our mission and values

Our mission is to provide trusted advice at times of change.

## Provide advice fit for the future

be there for people when they need us in the ways that make the biggest impact.

## Close the gap

end the disparities in access and experience for marginalised people.

## Take early action

prevent more people reaching crisis by addressing problems early.

## Our values

- To empower clients to understand and exercise their rights and responsibilities.
- To provide, consistent, high quality, independent advice.
- To be Inclusive and flexible, adapting to the changing needs of our clients and society. We promote access to those in greatest need whilst challenging discrimination.
- We are impartial, non-judgmental, act with integrity and learn from feedback.
- We are one team of staff and volunteers, working together with our clients at the forefront of our minds.



# How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 240 local Citizens Advice members.

This network of independent charities, delivers services over:



**84%** of people using our local services would recommend us to a friend.

No one encounters as many people with such diverse challenges as we do - giving us unmatched insight into the issues shaping lives today.

## Citizens Advice East Berkshire

Serves a population of 435,000 residents living in the areas of:

- Bracknell Forest
- Royal Borough of Windsor and Maidenhead
- Slough

We have offices and outreach services across East Berkshire.

We deliver our service through

- Phone
- Drop in
- Outreach and referral

[Read our 2024/25 Annual Report here.](#)



# Key headlines for 2024 /25

## Citizens Advice East Berkshire



Our income was £823,700



We have 25 staff and 60 volunteers



We helped 6,634 people



With 40,364 issues



We gained £8,282,901 back for clients through assisting them to gain their rightful benefits and helping them write off debts.



Most of the people we advised had problems with benefits, debt and housing issues.



Our clients are very diverse and many of the people we advise have disabilities or long-term health challenges.

# Role Profile

<b>Job Title:</b>	Advice Service Supervisor “Plus”
Salary:	£17,832.36 per annum
Hours:	Part Time - 21 hours per week
Contract Term:	Permanent
Location:	Slough Main Service - <i>outreach locations across Slough.</i> Some hybrid working - <i>office, outreach, home-based.</i>
Immediate reports:	Head of Advice
Application closing date:	03/02/26
Interview date:	from 09/02/26

## Principal tasks and responsibilities

### Supervising Advice Sessions:

- Minimum 1 session a week, proportionate to total days worked and additional responsibilities.
- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individuals depending on their level of competence.
- Monitor and improve the quality of advice through case checking, QAA, and Independent File Reviews (IFRs).
- 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.

#### 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 the Training & Session Supervisor 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.

#### 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 Head of Advice.
- 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.

## Additional Responsibilities

### Line management of allocated paid staff (by project / service)

- Manage, motivate and support individual paid staff to meet expected service level objectives and targets and to understand organisational policies, systems and processes.
- Escalate any contractual, partnership or operational issues related to relevant project or service agreement to the Head of Advice and CEO as appropriate.
- Monitor and support paid staff performance through regular 1-1 check-ins and the appraisal process, including identifying and supporting individual learning and development needs, giving constructive feedback when required and ensuring remedial work is completed within quality guidelines and relevant service level agreements.
- With Head of Advice oversight, authorise and manage appropriate leave and expenses.
- With support of the Head of Advice, have oversight of the health and safety of allocated paid staff, including ensuring the appropriate risk assessments are in place and incidents are reported and addressed.
- Using CAEB's policies as guidance, identify and escalate any HR related issues that may need informal or formal action, while exercising sensitivity and confidentiality.
- Encourage good teamwork and lines of communication between all members of staff.



# Person specification

Required:

- 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.

Desirable:

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

## What we give our staff

- 5% employer pension contribution
- Generous holiday entitlement – 25 days plus 8 days Public Holidays
- Free parking at Maidenhead and Bracknell offices
- Employee Assistance Programme
- Employee Perks Programme

## Next steps

An application form for this role can be found on our website

<https://caeb.org.uk/category/jobs/>

Please send your completed Application Form and Diversity Monitoring Form to [recruitment@caeb.org.uk](mailto:recruitment@caeb.org.uk)

The application closing date is midnight on 3 February 2026

Interviews will take place from 9 February 2026

**Please note:** All candidates are required to complete the official application form. Submissions of CVs alone will not be accepted or considered.

## Guidance notes for applicants

### Disability

Please provide any information you wish us to consider when we are reviewing your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

### Entitlement to work in the UK.

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice East Berkshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

### Diversity Monitoring

Citizens Advice East Berkshire values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure

that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice East Berkshire. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

### **Information, experience, knowledge, skills, and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills, and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example.

Task – briefly describe the task/objective/problem.

Action – tell us what you did.

Results – describe what results were achieved.

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family, or home responsibilities, can also be given.

### **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Candidates selected for interview will be required to undertake a practical assessment and interview.

### **Interview Dates**

Interviews will take place on the dates listed in the advert. Candidates selected for interviews are expected to be available, to attend interview on the date(s) stated in the advert. Citizens Advice East Berkshire strive to conduct a fair recruitment process, and this means only in exceptional circumstances will interview dates be rescheduled. The aim being to interview all selected candidates on the stated date within the same

period. Request to reschedule an interview date, will only be made for cases of exceptional emergency, where evidence supporting the request has been provided to the interview panel.

### **Feedback – Applications and Interview**

Please note due to high volume of application forms received for recruitment vacancies, we are unable to provide Feedback on completed application forms.

The panel will only provide Feedback to candidates who were selected for and attended interview. A request must be made by the interviewee for feedback on their performance.

### **References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.

References will only be taken up for successful candidates following interview.

### **Criminal convictions**

Anyone who applies to work within Citizens Advice East Berkshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice East Berkshire. Much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure & Barring checks are only requested where proportionate and relevant to the post concerned. This post will require a Basic DBS Disclosure.