



The role

Job title: Session Supervisor

Location: 101 Leigh Road, Eastleigh SO50 9DR

Salary: up to £25,116 FTE, dependent on experience, plus employer's pension contribution

London allowance: No

Hours: 15 hours a week, spread over 2 days

Annual leave: 25 days per annum (pro rata) plus 8 bank holidays. Pro-rata this equates to 13.5 days total.

Reporting to: Operations Manager

Type of contract: Permanent

Context of the role: To supervise the work of staff at our main Eastleigh branch by offering technical advice support and act as a consultant to the advisers meeting the public.

Role purpose: To provide advice session supervision in our Eastleigh office as well as remote supervision of those in our outreach venues. Work to include waiting room management, adviser support and case checking in order to meet standards of service delivery.

We are seeking someone with a minimum of 2 years experience of Citizens Advice or a similar advice giving organisation and who has experience of supporting other workers to advise the public. This post would suit an existing Advice Session Supervisor or an experienced generalist adviser who is seeking to progress.



Role profile

Supervising

Manage the practicalities of the advice session and ensure adequate staffing and resource.

Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.

Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.

Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement.

Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.

Co-ordinate systems and processes so as to promote common practices within the service area e.g. debt assessment quality.

Ensure that appropriate systems are maintained for case recording, statistics, follow-up work and quality control.

Monitor the office task list and deal with incoming queries appropriately.

Staff Management

Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication.

Attend regular internal and external meetings.

Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.

Ensure that the session is adequately staffed across advice formats.

Contribute to the assessment activities and competence of designated staff.

Networking

Develop links with relevant statutory and non-statutory agencies relevant to the role.

Use skills and competences to promote the organisation and foster good relationships with external organisations.



Person specification

Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information.

Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – its application to providing advice and the supervision and development of staff.

Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.

Proven ability to manage / supervise others including ability to develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.

Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.

Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.

Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.

Excellent organisational skills and an ability to manage the constraints and challenges of a busy session.

Flexibility and willingness to work as part of a team, including advising clients when required.

In accordance with Citizens Advice national policy we may require the successful candidate 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.

