



Citizens Advice Tandridge District Generalist Adviser/Advice Session Supervisor

Job pack

Thanks for your interest in working at Citizens Advice Tandridge District. 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
- Overview of Citizens Advice Tandridge District
- The role profile and personal specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Emma Myers by emailing emye@catd.org.uk

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.

How Citizens Advice Tandridge District works

Citizens Advice Tandridge District operates from two offices – Caterham and Oxted – plus various outreach locations within the District. CATD is one of 265 independent local charities within the Citizens Advice network.

We provide free, confidential and independent advice to help people overcome their problems.

Advice can be accessed through a national website, chat and Adviceline or a face-to-face meeting, locally.

Our core funding is provided primarily by Tandridge District Council with additional support from project funding and donations.

Governed by a board of 7 trustees, the service is delivered by a dedicated team of paid staff and volunteers.



The role

1-year Fixed Term

Hrs: 22.5 hrs pw

Place of work: Caterham and Oxted offices

Salary: £27,000 to £28,000 pro - rata depending on experience

Reports to: Advice Service Manager and CEO

The Generalist Adviser/Advice Session Supervisor will work closely with the Advice Service Manager and Advice Session Supervisors in the delivery of the service at Citizens Advice Tandridge District (CATD).

The Generalist Adviser/Advice Session Supervisor will ensure that advisers are fully supported in their roles and are appropriately monitored for quality.



Role profile

Generalist Adviser/Advice Session Supervisor

Advice giving

- Meet and interview clients (via telephone and face to face) using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- To support projects and carry out advice at community outreach and promote the services of Citizens Advice where needed.
- Use Citizens Advice resources to find, interpret and communicate the relevant information to clients.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by making calls, calculating, negotiating, drafting or writing letters.

- Work within Citizens Advice aims and principles to ensure that all work meets quality standards and the requirements.
- Ensure that work reflects and supports the Citizens Advice services equity diversity and inclusion strategy.
- Maintain detailed case records for the purpose of continuity of advice, information retrieval, statistical monitoring and report preparation.
- Complete the required training to comply with quality assurance processes.
- To undertake any training which is deemed essential for the role and in line with Citizens Advice standards.
- Ensure all work conforms to relevant internal and external quality standards, systems, processes and procedures including Citizens Advice, the Advice Quality Standard and the Financial Conduct Authority.
- Prioritise workload appropriately e.g. ensure deadlines are met, identify and action emergencies.
- Maintain good working relationships with partner agencies.

Advice Session Supervision (ASS)

- Manage the practicalities of the advice session and ensure adequate staffing and resource.
- Oversee and support volunteers with in-person and remote advice sessions in the office. Monitor the case records / telephone calls of designated staff to meet the stipulated standard and service level agreement.
- Keep advice knowledge up to date and provide appropriate level of support and supervision to individual volunteers 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.
- Regularly reflect on the running of the sessions and advise the Operations Manager of issues impacting the running of the service.
- Assist volunteers with technical issues and take action to resolve them, or support volunteers to do so.
- Be aware of and alert the safeguarding or deputy safeguarding lead of any safeguarding issues.
- Support volunteers and designated staff to follow policies and procedures.
- Undertake advice/case work as and when required and deliver advice on a wide range of issues such as benefits, debt, housing, employment, family and immigration. This will include interviewing and assisting clients with in- depth benefits checks, applications and form completion, budgeting advice and money management; and negotiating with third parties.
- Meet and interview clients (via telephone and face to face) using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use Citizens Advice resources to find, interpret and communicate the relevant information to clients.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by making calls, calculating, negotiating, drafting or writing letters.
- Work within Citizens Advice aims and principles to ensure that all work meets quality standards and the requirements.

- Ensure that work reflects and supports the Citizens Advice services equity diversity and inclusion strategy.
- Maintain detailed case records for the purpose of continuity of advice, information retrieval, statistical monitoring and report preparation.
- Complete the required training to comply with quality assurance processes.
- To undertake any training which is deemed essential for the role and in line with Citizens Advice standards.
- Attend and contribute to regular CATD ASS meetings.

Support and Development

- Support the development of staff and volunteers to achieve competence once on rota and identify learning and development needs.
- 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.
- Identify trends that may arise out of training needs and work with the Training Supervisors and ASSs to address them.
- Contribute to and co-ordinate the assessment activities and competence of designated staff/volunteers.
- Support the implementation of new ways of working in order to improve service delivery.

Research and Campaigns

- Keep up to date with research and campaigns issues.
- Promote research and campaigns activity to the volunteer team.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training.
- Attend relevant internal and external meetings as agreed by the Management team.

Other duties and responsibilities

- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and volunteers are motivated to do their best.
- Prepare for and attend supervision sessions/team meetings/staff meetings/board meetings as appropriate.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team-work and clear lines of communication.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Perform any other tasks commensurate with the role profile, as directed by a senior manager.



Person specification

Essential

- A 'can do' attitude and collaborative approach to working with staff and volunteers.
- Ability to manage and supervise others including ability to develop and motivate volunteers as well as ability to give and receive feedback objectively and sensitively.
- Ability to communicate effectively verbally and in writing.
- Ability to conduct research and analyse and interpret complex information to produce and present reports clearly.
- Experience of advice work and an understanding of the issues involved in interviewing clients.

- An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of volunteers.
- Ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics.
- 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.
- Ability to work on your own initiative and monitor and maintain your own standards of work.
- Ability to maintain confidentiality and an understanding of its importance to the role.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
- A commitment to work within the aims, principles and policies of the Citizens Advice service.
- Flexibility to meet the changing challenges of the role

Desirable

- Experience of generalist advice and supervising advice work
- Experience working within Citizens Advice



Terms and conditions



What we give our staff

1. PROFICIENT SALARY: As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

2. ANNUAL/TOTAL LEAVE

Full-time employees working a five-day week, are entitled to 25 days of paid annual leave plus all public and bank holidays. Employees working less than full-time hours will have a holiday entitlement which is calculated pro rata according to the number of days/hours per week, as compared to a full-time employee.

3. PENSION SCHEME

Citizens Advice Tandridge District provides an employee pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

5. EQUALITY AND DIVERSITY

Citizens Advice Tandridge District recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

6. DIGNITY AT WORK

Citizens Advice Tandridge District is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

7. PROBATIONARY POLICY

New appointments are subject to a six-month probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice Tandridge District discretion, an extension of the probationary period by a further three months.

8. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party-political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party-political office, we will expect you to tell us about this if shortlisted for interview.

9. LOCATION

As advertised

10. EMPLOYMENT STATUS

As advertised

11. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (nonstandard) working hours, working from home and job-sharing.

12. HOURS OF WORK

As advertised

Normal full-time working hours are between 9am – 5pm, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.