citizens advice South Worcestershire

Advice Session Supervisor – Malvern Hills

Reports to:	**Head of Operations**
Normal place of work:	**Malvern Hills office (3 days)** + **1** day cover at other offices across South Worcestershire
Hours:	**30 per week (4 days)** (Mon, Tues, Weds & 1 further day to be worked flexibly)
Salary: **Benefits:**	**Up to £29,572 pro rata per annum** ● 25 days Holiday plus Bank Holidays ● Employer pension contribution ● An organisation that offers Flexible working ● Dedicated resources to focus on wellbeing including Employee Assistance Programme services and access to free counselling ● Access to an e- Learning Management System for personal development and opportunities to enhance your skills ● A supportive and collaborative work environment that values creativity and personal growth

Key Dates:	**Closing date : Friday 4th December 2026** Interview dates: TBC

Application pack: Available on our webpage
https://citizensadvicesw.org.uk/work-with-us/

Please **do not** send CVs, they will not be accepted. Please use the above to access an application pack and return to **enquiries.malvern@citizensadvicesw.org.uk**

About the Service

South Worcestershire Citizens Advice (SWCA) provides free, independent, confidential and impartial advice to anyone who needs us. As a service we help people overcome their problems through advice, information and support and campaign on big issues when people's voices need to be heard. In 2025/26 our service supported 5400 clients with over 15,000 different issues and achieved financial outcomes for clients of over £1 million

Role description

An exciting opportunity has arisen for someone with great interpersonal skills and a thorough knowledge of social welfare advice to join our supervisor team. This could be the perfect opportunity for an experienced adviser to take the next step in their career, and to be part of a dynamic team who think on their feet and are passionate about making a difference in our community.

You will be responsible for the supervision, quality and performance of a team of staff and volunteers. This busy and varied role will rely on your ability to bring out the best in the team as well as to ensure the highest quality of advice across our many and varied projects.

The post will be based at our Malvern office with travel as appropriate to other outreaches in the district.
The ideal candidate will have relevant experience in an advice giving capacity and a good knowledge of the main enquiry areas service users present, particularly *Welfare Rights* and *Money Advice.*

Applicants will need a full driving licence and access to a vehicle.

Supervising advice sessions and / or casework

- Manage in person the practicalities of the advice session and ensure adequate staffing and resources
- Provide support and supervision to individual advisers (volunteers and paid staff) depending on their level of competence
- Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements
- To Supervise Volunteer Advisers and to maintain quality of advice, to Citizens Advice Quality Advice Auditing (QAA) standards, across the core Generalist Advice Service in South Worcestershire.
- Ensure remedial and developmental issues are identified and acted on 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 support and management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff (including paid and volunteer advisors) can do their best
- Participate in the induction of new staff as delegated
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development

Learning, development and training

- Identify learning and development needs of designated staff and contribute to the organisation's learning and development plan
- Contribute to inclusive group and / or one-to-one learning and development activities
- Facilitate annual performance reviews with advisors
- Identify own learning and development needs

General

- Undertake advice work when appropriate to expedite case management as required
- Manage and monitor activities appropriate to the role, including service level agreements and targets associated with advice projects
- Provide regular reports and feedback on areas of responsibility, including any targets
- Provide occasional paid cover for absent staff, including at outreach and other sites across all service delivery outlets
- 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 issues and ensure activity is promoted and integrated into daily work
- Maintain effective admin and records relevant to the role
- Attend regular internal and external meetings 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 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.

Person specification

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service
- Proven ability to supervise or deliver advice work and to maintain casework systems and procedures. *Ideally a successful candidate will have delivered advice in one or more of the following areas: Debt, welfare benefits, housing, employment.*
- A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff
- 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 develop and motivate staff
- Proven ability to monitor and maintain service delivery against agreed targets
- Proven ability to develop individuals by providing support, guidance, tutoring and / or training
- 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
- Ability to monitor and maintain recording systems and procedures
- A commitment to continuous professional development

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.