



County Supervisor
Job Description and Person Specification

Table with 2 columns: Job Attribute and Value. Rows include Salary (£26,421 per annum), Benefits (link to benefits), Hours per week (37), Location (Coalville), Contract (Permanent), Line Manager (County Service Manager), and Responsible for leading on (Supervision of Full Advice / Adviceline / Small Projects). A footer note states: 'This role is subject to a basic DBS check'.

Purpose of role:

To line manage volunteers and paid staff delivering a quality advice service, and to ensure that standards meet Citizens Advice guidelines.

Main duties and responsibilities

- Managing advice and assessment sessions to ensure client needs and funder targets are met...
Monitor assessor and adviser performance to ensure that a consistently high standard of service is provided to clients.
Provide feedback, advice and support to staff and volunteers to help them to develop their skills and maintain quality standards.
Case-checking and follow-up with staff and volunteers - raising issues with the service manager where appropriate.
Ensuring research and campaigning issues are recorded; monitoring trends in areas of need and client groups.
Maintaining rolling lists of case studies and client feedback.

- Providing data collection and reports as required.

Supervising advice and assessment sessions

- Manage the practicalities of the advice/assessment sessions and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision, including monitoring of case records, telephone calls and face-to-face interactions with individual staff and volunteers depending on their level of competence.
- Identify remedial and developmental issues and act to develop individuals and improve the quality of advice.
- Keep technical knowledge up to date and provide technical support to advisers and assessors.

Staff and volunteer support

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction and training of new staff as delegated.
- Ensure volunteer and staff training records are maintained and raise identified training needs with the County Service Manager.

Targets

- Ensure set targets are met.
- Work with the service manager to complete volunteer and staff one to one sessions and annual appraisals.
- Ensure all allocated case checking is completed within deadlines.
- Ensure quality standards are met and contribute to the maintaining of organisational quality score to a minimum RAYG rating of Amber.

Research and Campaigning

- Contribute to both local and national campaigns where appropriate.
- Keep up to date with research and campaigning issues and work with the County Service Manager to ensure this work is promoted and integrated within service delivery.
- Raise and submit evidence forms where client circumstances fit with campaigns.
- Raise with clients (after consultation with line manager) the possibility of their involvement in campaigns.

Professional Development and Training

- Engage with training and personal development processes to develop required supervisor/adviser skills.
- Keep up to date with advice changes.
- Keep up to date with policies and procedures.
- Attend relevant internal and external meetings as agreed with your line manager.
- Prepare for and attend supervision and appraisal meetings.
- Successfully complete assessor, adviser and supervisor training.
- Identify your own learning and development needs and take steps to address these.

Other duties and responsibilities

- Undertake advice work in the event of staff and volunteer absences.
- In absence of Administrator, ensure incoming post is dealt with appropriately.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Monitor and evaluate activities appropriate to the role and contribute to the planning process by providing regular reports and feedback on the areas of responsibility.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the service team.
- Abide by health and safety guidelines and share responsibility for your own health and safety, and that of colleagues.
- Be able to accommodate reasonable changes in working hours in order to meet the needs of the business.
- Any other duties as required to ensure the effective provision of the service.

Hybrid/home working roles additional requirements

- Internet
- Confidential setting
- Stable and safe working environment

Person Specification		Essential/ Desirable	Measured by:
1.	Excellent written and verbal communication skills, proven ability to communicate clearly using a variety of methods such as face to face, telephone, digital platforms and email.	Essential	A, I, P
2.	Good time management skills, with ability to work under pressure and prioritise tasks to meet deadlines and maintain standards.	Essential	A,I,P
3.	The ability to build a good rapport and relationships.	Essential	A, I, P
4.	A 'can do' attitude with an ability to motivate and direct team members.	Essential	A, I, P
5.	Understanding of the issues involved in interviewing vulnerable clients.	Essential	A, I, P
6.	Proficient Digital skills with the ability to use a range of applications including cloud based systems and databases.	Essential	A, T, P
7.	Ability to give and receive feedback in a professional manner, with the confidence to challenge constructively where appropriate.	Essential	I, P
8.	Experienced team-worker with a flexible approach, self motivation and the ability to work independently managing own time effectively in response to competing priorities and ability to lead by example.	Essential	I, P
9.	Process driven with the ability to problem solve.	Essential	A, P
10.	Respectful of views, values and cultures that are different to your own.	Essential	A, P
11.	Ability to travel to locations across Leicestershire. and ability to work in a variety of locations.	Essential	A
12.	A positive approach to personal development and self assessment.	Essential	A, P
13.	A commitment to the aims, principles and policies of Citizens Advice.	Essential	A, P
14.	Being resilient.	Essential	A, I, P
15.	Experience of formal delivery of advice or working in a customer facing role.	Desirable	A
16.	Understanding the importance of confidentiality (training will be provided).	Desirable	A

**Measured by: A = Application Form, I = Interview, P = Probationary period,
E = Extra activity, T = Test**