



Role profile



South West
Surrey

Role	Information and Advice Supervisor	
Job family	Service Delivery	
Reporting to	Head of Service Delivery	
Salary / Grade	£26,829.90 - £29,811.00 FTE	
Hours	30 hours per week	
Location	Locations to be agreed - with travel to other offices expected as needed	Level of travel: High
Team overview	The CASWS Service Delivery team is structured to reflect the different levels of advice and delivery across the organisation, ranging from information to full casework.	
Role purpose	<ul style="list-style-type: none"> To drive forward the development of Citizens Advice South West Surrey Community Information Points (CIPs) in agreed locations, develop referral partnerships and our Advice First Aid approach. To supervise and manage the delivery of information level help by email, in CASWS locations and CIPs. 	
Functional responsibilities/competencies	Key elements/Tasks <i>[NB it is envisaged the balance of time between tasks will change as the team develops]</i>	% of Time
Service Development and Delivery - drive forward the development of information level services by email, in local offices and in community locations.	<ul style="list-style-type: none"> Work with the wider team to lead development of the Community Information Points, focusing on areas of higher deprivation in South West Surrey, drawing on internal and external sources of information to inform priorities. Develop and support productive ongoing relationships with agreed partners, providing Advice First Aid training where agreed. Ensure volunteer guiders are providing the agreed level of service, using the right information to signpost or refer clients to internal specialists or appropriate partner organisations. Coordinate email and face-to-face information service, allocating guider resource in line with capacity and needs. 	35%

	<ul style="list-style-type: none"> • Coordinate the face-to-face CIP service, including community events, and email information service. • Maintain our Local Service Search tool. • Develop and support our approach and guidance for triage and referrals. • Support Research and Campaigns activities across all work. • Support the health, safety, and wellbeing of the team, including identification and support for safeguarding issues where needed. 	
<p>Support and motivate volunteers – recruit, build and supervise a team of trained Advice First Aiders/ Guiders/Receptionists to deliver an effective information level service in agreed locations</p>	<ul style="list-style-type: none"> • With support from the Training Supervisor, deliver Advice First Aid training to volunteer guiders partner organisations, to provide accurate and up to date information to clients - making effective use of Citizens Advice resources and agreed tools. • Identify and actively promote recruitment of volunteers from areas local to CIPs. • Build positive relationships with volunteers, contributing to a welcoming environment for volunteers and showing appreciation for their contribution to the service • Communicate effectively to others the vision and culture of the organisation and encourage colleagues and team members to act in ways consistent with organisational values and principles • Keep volunteers up to date with what’s going on in the organisation/service and provide opportunities for feedback • Use your knowledge and skills to support volunteers’ confidence and development in their role. • Deliver ongoing training and mentoring according to individual need • Support volunteers with the use of systems and processes relevant to their role (i.e. use of Skillbook, casebook, claiming expenses) • Carry out admin tasks that supports the management of volunteering (i.e. maintaining volunteer records up to date, checking expenses) • Provide quarterly one to one reviews with named volunteers, including: <ul style="list-style-type: none"> • Quality feedback • Training and development planning • Performance or conduct issues • Welfare and wellbeing checks 	<p>30%</p>

	<ul style="list-style-type: none"> • Liaise with relevant people (e.g. other supervisors/managers) on volunteer progress and flag up any areas of concern • Be proactive in identifying where volunteers may need support and help them overcome any barriers by providing support where relevant or contacting relevant people who can help • Manage volunteer performance and conduct issues as required • Recognise and reward volunteers in a way that is tailored to volunteers' preferences • Keep up to date, understand and apply good practice in supporting volunteer retention. • Support volunteers when they choose to move on, learning from the shared experience by providing opportunities for volunteer feedback 	
Supervise Advice Sessions – work with the wider team to ensure effective cover for advice session delivery	<ul style="list-style-type: none"> • Work closely with the wider team to coordinate and support continuity of service for clients – including availability and rotas for reception and guiders. • Provide on the day supervision in person or remotely, to respond appropriately to issues presented – including processes and allocation of referrals, in line with wider supervision requirements. • Allocate resources within advice sessions, using discretion to change where capacity allows, including <ul style="list-style-type: none"> • Managing the Surrey Adviceline rota to meet SAL targets • Managing referrals from other SAL CA's as required • Provide technical advice and support with processes, covering information, discrete and full advice. • Provide welfare support for team members where issues arise during the advice session. 	20%
Meet Quality Requirements - provide checking, supervision and feedback to support a quality service.	<ul style="list-style-type: none"> • Take part in organisation wide Quality of Advice compliance work and case checking to ensure all work complies with quality requirements, providing appropriate feedback and corrective action as needed. • Manage your own day to day activities to deliver tasks on time and to the required standard while gaining experience and expertise in support. 	10%
Other	<ul style="list-style-type: none"> • Deputise for the Head of Service Delivery from time to time. 	5%

	<ul style="list-style-type: none"> • 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 • Prepare for, attend, and contribute to supervision sessions/team meetings/staff meetings as appropriate. • Identify own training needs and agree with the line manager training and development activities to be undertaken. • Undertake other duties as may be reasonably required within the scope of the role. 	
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Person specification

Essential criteria

1. Knowledge and commitment to the role of partnerships in reaching communities.
2. Understanding of the principles and values of volunteering and how to embed in own practice.
3. Successful completion of the national Citizens Advice supervisor programme, or the ability to complete it on the job.
4. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment with competing demands.
5. Ability to work constructively with volunteers, including ability to assess individual volunteer skills and knowledge, support needs, recognition and reward.
6. Good spoken and written communication skills, with the ability to adapt to different audiences.
7. Able to deliver presentations and training to internal and external audiences.
8. Skills to build and develop working relationships with partner organisations.
9. Ability to work independently, away from the main office, with a problem-solving approach.
10. Proficient in use of digital systems, including case management, remote working, and Office 365 applications.
11. Ability to use management systems, tools and processes for the purposes of the role

Requirements for role

1. Work within our organisational key principles - *you are able to work within our key principles to deliver a service that is Confidential, Free, Impartial and Independent*
2. Embed Equity, Diversity and Inclusion (EDI) in day to day work- *You understand the policies and approach to Equity, Diversity and Inclusion, and are able to use this knowledge to create and support an equitable, diverse and inclusive service and office*
3. Provide a service that meets legal and regulatory requirements and understand the purpose of quality assurance systems - *You understand the legal and regulatory requirements that apply to your role and know what to do to ensure they're met.*
4. *Use systems relevant to the role - You have the digital skills needed to use the tools, software and platforms relevant to your role.*
5. Describe the range of services provided across the organisation - *You understand that Citizens Advice services are national and local, across England and Wales, and know what the different parts of the service do, both in your office and wider organisation.*
6. Be collaborative, supportive, inclusive and have integrity - *You contribute towards a safe, positive and inclusive working environment where everyone can be themselves.*
7. Work constructively with others, individual and as teams - *You are able to work by yourself, with others and in teams, effectively, productively and constructively.*
8. Personal Development - *You contribute proactively to the assessment of your role and team and work to continually improve.*