

Advice Supervisor



22.5 hours a week

£16,821.26 and £18,690.28 Actual (£27,661.63 - £30,735.14 FTE)

Permanent

Are you an experienced advisor with a passion for mentoring and leading others? There's never been a more important time to join Citizens Advice as an Advice Supervisor. With the soaring cost of living, individuals and families are struggling to make ends meet, and we're experiencing record-breaking demand for our services. In this role, you'll be responsible for guiding and supporting a team of volunteers, ensuring they have the tools, knowledge, and confidence to provide accurate and effective advice to our clients. You'll conduct case checks, provide feedback and coaching to volunteers and ensure that all advice given meets our high-quality standards. Your ability to manage complex cases, provide clear guidance, and foster a positive and supportive team environment will be crucial.

If you're a natural leader committed to helping others, this is a unique opportunity to be part of team dedicated to making a real difference in people's lives. You'll have the opportunity to work alongside passionate professionals in a supportive environment that values integrity, support, inclusion and collaboration. If you're ready to take on a pivotal role that impacts every people's live and contributes to a greater cause, we'd love to hear from you.

Deadline for this role is 9am Monday 21 April 2025

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently underrepresented in our workforce.

To take up this post you must have the right to work in the UK. Please note that Citizens Advice South West Surrey does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Want to chat about this role?

If you want to chat about the role further, you can contact Amy Hollinson (amy.hollinson@casws.org.uk) or Anne Goodfellow (anne.goodfellow@casws.org.uk)



Role profile

Role	Advice Supervisor	
Job family	Service Delivery	
Reporting to	Advice Manager	
Salary / Grade	£27,661.63 - £30,735.14 FTE	
Location	Locations to be agreed - with travel to other offices expected as needed Opportunity for remote working within the total FTE (due to remote supervision needs)	Level of travel: TBA
Team overview	The CASWS Service Delivery team is at the heart of our client facing services. It is structured to reflect the different levels of advice and delivery across the organisation, ranging from information to full casework.	
Role purpose	To supervise advice service delivery to agreed standards and provide effective support to volunteers	
Functional responsibilities / competencies	Key elements/Tasks	% of Time
Supervise Advice Sessions – work with the wider team to ensure effective cover for advice session delivery	<ul style="list-style-type: none">• Manage the allocation of resources across the sessions in line with our service delivery model, 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 CAs as required• Provide team briefing prior to the commencement of the session.• Monitor and manage the flow of clients.• Allocate clients and their advice needs on a fair and equitable basis to advisors.• Deal appropriately with any issues that arise during the session. These could include:<ul style="list-style-type: none">• Disturbances in the waiting room• Staffing levels• Challenging client and circumstances• Issues with technology• Support staff and volunteers throughout the session. This could include but not limited to:	60%

	<ul style="list-style-type: none"> • Provide consultancy. • Offer advice on possible tactics. • If any emergency action is required ensure this is carried out. • Provide practical support to follow key processes, such as referrals and crisis support. • Ensure volunteers are using the right resources and systems to meet client needs. • Support the overall approach and guidance for levels of advice, topics, triage and referrals • Support Research and Campaigns activities across all service delivery work. • Support the health, safety, and wellbeing of the team, including identification and support for safeguarding issues where needed. • Contribute to 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. • Contribute to service improvement and development 	
<p>Support and motivate volunteers - manage and support volunteers to ensure a good volunteer experience</p>	<ul style="list-style-type: none"> • Build positive relationships with volunteers, contributing to a welcoming environment for volunteers and showing appreciation for their contribution to the service. • Keep volunteers up to date with what's going on in the organisation/service and provide opportunities for feedback. • 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 • Uses 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 support the management of volunteering (i.e. maintaining volunteer records up to date, checking expenses). 	<p>20%</p>

	<ul style="list-style-type: none"> • 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 • 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. 	
<p>Meet Quality Requirements - provide checking, supervision and feedback to support a quality service.</p>	<ul style="list-style-type: none"> • Support organisation wide Quality of Advice compliance activity. • Carry out 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. • Maintain subject matter expertise and insight. 	<p>15%</p>
<p>Other</p>	<ul style="list-style-type: none"> • Deputise for the Advice Team Manager from time to time. • 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. 	<p>5%</p>

	<ul style="list-style-type: none">• 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. Successful completion of the national Citizens Advice adviser programme and supervisor programme, or the ability to complete it on the job.
2. Ability to manage, motivate and supervise volunteer staff to deliver required performance and quality standards.
3. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment with competing demands.
4. Able to give and receive feedback positively, and ability to motivate and support volunteers through change.
5. Good spoken and written communication skills, with the ability to adapt to different audiences.
6. Ability to work independently, with a problem-solving approach.
7. Proficient in use of digital systems, including case management, and Office 365 applications, and the ability to support others with the same.
8. Ability to use required 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.*