

Job Description

Role	Advice Team Manager	
Job family	Service Delivery	
Reporting to	Head of Service Delivery	
Salary / Grade	£30,913.08 - £34,347.87 FTE	
Hours	37 hours a week	
Location	<p>Guildford, Godalming and Farnham - with travel to other offices expected as needed</p> <p>Opportunity for remote working within the total FTE (due to remote supervision needs)</p>	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	To supervise and manage the delivery of our advice services, including ensuring service specifications, targets and reporting are successfully delivered for designated projects.	
Functional responsibilities / competencies	Key elements/Tasks	% of Time
Service Delivery and Development- take responsibility for the delivery of advice level services in CASWS locations, and contribute to service development and improvement.	<ul style="list-style-type: none"> • Work with the wider team to manage and deliver advice across CASWS. • Provide accurate and regular reports on performance of service delivery • Recommend methods of improvement and seeing that actions are implemented • Monitor service delivery, outcomes and performance against targets, funder requirements, etc. • Take corrective actions when service quality or delivery falls below expectations. • Develop and implement service delivery processes and standards. • Conduct regular service reviews and assess client feedback to establish, improve, and refine services. • Work collaboratively with partners and funders to meet their requirements and manage expectations. • Prepare and deliver briefings, in conjunction with the wider team. 	40%

	<ul style="list-style-type: none"> • Ensure advice staff and volunteers are providing the agreed level of service, using the right resources and systems to meet client needs. • Coordinate the phone and face-to-face service, allocating advice resource in line with capacity and needs (including initial contact channels). • 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. • Deliver tasks on time and to the required standard. • Act as Deputy Safeguarding lead when required. • Act as an Information Asset Owner 	
Team Development and People Management – Build and manage a team of trained paid and voluntary advisers to deliver an effective advice service at agreed times and locations	<ul style="list-style-type: none"> • Maintain consistent contact with team members and coordinate effective service delivery. • Encourage and facilitate peer support and development. • Provide relevant input into resource planning and succession planning of future staff and volunteers. • Contribute to a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and team members are motivated to do their best. • 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 • Manage the recruitment, onboarding and induction for new staff /volunteers. • Provides regular feedback and carries out regular supervision and annual reviews/appraisals to support staff/volunteers in their performance, wellbeing and development. • Set expectations and monitor and review performance of others (against quality standards, relevant frameworks and competencies) by providing constructive feedback, support and direction appropriately; addressing concerns and recognising achievements. • Discuss, agree and review learning and development plans, enabling others to undertake learning and 	30%

	<p>development to meet their objectives and achieve required competence for their role.</p> <ul style="list-style-type: none"> • Promote and manage staff/volunteers wellbeing by discussing wellbeing with individuals and support them in addressing problems where possible (incl. signposting and referring to appropriate support) • Implement policies and procedures appropriately to manage staff/volunteers. • Ensure the people you manage have access to the resources and the right level of access to systems they need for the role, promoting the correct level use of systems in line with organisational policies and procedures. • Effectively manage the exit and leavers process. (e.g. exit interviews, revoking access to systems etc...) • Maintain staff/volunteer records in line with organisational policies and procedures (e.g. supervision and annual reviews, learning records etc.) 	
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 service delivery, including a rota of initial contact availability and oversight of appointments for generalist and topic specific advisers. • Provide on the day support in person or remotely, to respond appropriately to issues presented – including processes for referrals, in line with wider supervision requirements. • Allocate resources within advice sessions, using discretion to change where capacity allows. • 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. 	10%
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. • Maintain technical knowledge through day to day activities. 	10%
Other	<ul style="list-style-type: none"> • Deputise for the Head of Service Delivery from time to time. • Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training. 	10%

	<ul style="list-style-type: none"> • 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. **Proven ability to manage service delivery to meet organisational and funder expectations**
2. **Proven ability to manage, motivate, and supervise paid staff to deliver required performance and quality standards.**
3. **Successful completion of the national Citizens Advice supervisor programme, or the ability to complete it on the job.**
4. Proven ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment with competing demands.
5. Understanding of staff motivation and performance management, with the ability to take forward challenging conversations and performance improvement plans where required.
6. Ability to support staff and volunteers through change.
7. Good spoken and written communication skills, with the ability to adapt to different audiences.
8. Experience of building and developing working relationships with partner organisations.
9. Ability to work independently, with a problem-solving approach.
10. Proficient in use of digital systems, including case management, remote working, and Office 365 applications, and the ability to support others with the same.
11. Understanding and experience of safeguarding requirements, with the ability to follow procedures, identify and lead decisions on action required.
12. Ability to use required management systems, tools and processes for the purposes of the role.

Items in **bold** will be given higher priority in recruitment process

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*