

Citizens Advice Rushmoor

Advice and Learning Supervisor

Job description and person specification

Context of role: Reporting to Service Manager

Role purpose: Ensuring advice services are delivered to agreed standards

Holidays: 23 days per year, plus statutory and bank holidays (increasing after 5 years)

1. Supervision and Development

- Manage the practicalities of advice sessions during service opening hours, to include some evening and weekend work when required
- Take an active role as part of the Learning and Development Team, supervising named volunteers' learning and development where agreed, and contributing to best practice in volunteer supervision and development
- Contribute towards the organisation's training and development plan through identifying learning needs for self and others

2. Service Delivery

- Ensure advice work complies with relevant standards, providing appropriate feedback to staff
- Undertake designated levels of advice work within agreed boundaries
- Provide practical support to ensure recording of advice outcomes wherever appropriate
- Encourage good teamwork and lines of communication between all members of staff, fostering an inventive, responsible and generous team culture.
- Support compliance with relevant policies and procedures
- Ensure that research and campaigns issues are identified, and appropriate systems and procedures are followed.

3. Other duties and responsibilities

- Deputise for the Service Manager at agreed times
- Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service
- Take responsibility for own development and learning opportunities
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues

Person specification

1. **Experience of supervising and developing people, with an understanding of how different individuals learn.**
2. **Ability to use and act on a range of reference resources to support advice delivery and volunteer development.**
3. **Experience of taking responsibility for managing key tasks, meet deadlines and managing competing demands.**
4. **Ability give and receive feedback objectively and a willingness to challenge constructively.**
5. **Commitment to equality and diversity, and to the research and campaigns work of the Citizens Advice service.**
6. Recent and on-going experience of advice work.
7. Ability to contribute to an inventive, responsible and generous organisation and team culture.
8. Ability to communicate constructively and build positive relationships with external stakeholders
9. Proven ability to keep up to date with technology and take individual responsibility for learning new technologies.
10. Good attention to detail, with a systematic approach to managing tasks.
11. Effective oral and written communication skills, particularly in explaining complex issues in plain language.
12. Numerate to the level required by the role.
13. Awareness that Citizens Advice service users are at the heart of everything we do.

Desirable

14. Ability to speak a community language
15. Experience in undertaking casework, including challenging decisions and appeals