

Job pack

Thanks for your interest in working with Citizens Advice Rushmoor. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Rushmoor
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Ivan Whitmee by calling 01252 894296.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 250 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



How Citizens Advice Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 60 volunteers, and over 40 paid staff, we respond to around 10,000 unique clients each year, generating over 40,000 different advice issues.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone – this includes phone, webchat and email.

We also run lots of different projects, to help meet community needs. We have won national awards for our work, including the “Championing Equality” award, for the Nepali language services we deliver. Our highly regarded Mental Health Project specialises in delivering casework for clients with serious mental illness.

Our Trustee Board takes overall responsibility for our organisational direction and focus.

Click here for our [Annual Review](#) with more information on our website:

www.citizensadvicerrushmoor.org.uk

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 240 local Citizens Advice members.

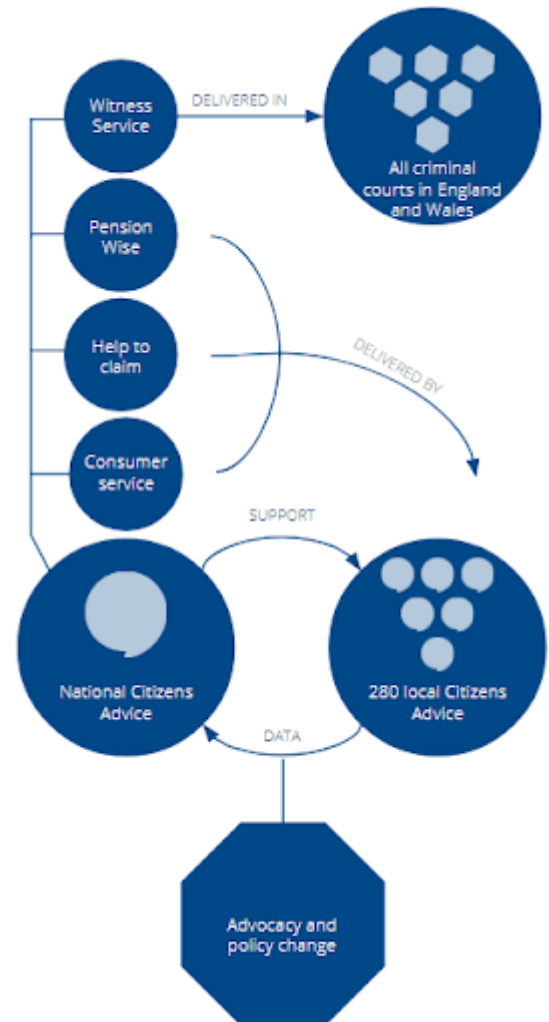
This role sits within our network of independent local charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

Deputy Advice Services Manager – Adviceline

Job purpose

- To support the Advice Services Manager in the leadership and management of all Citizens Advice Rushmoor's telephone and digital advice channels (inc. Adviceline and related services).
- To take day-to-day responsibility for supervising Adviceline sessions, case-checking, and monitoring quality standards.
- To oversee the recruitment, induction, and supervision of Adviceline volunteers, ensuring they deliver consistent, high-quality advice.
- To contribute to service-wide quality assurance, performance monitoring, and compliance with Citizens Advice standards and the Advice Quality Standard (AQS).
- To proactively monitor performance and targets, ensure early action is taken where improvements are needed, and to keep the Advice Services Manager informed.
- To help develop new projects and initiatives that expand and improve telephone and digital advice delivery.
- To deputise for the Advice Services Manager as required, supporting the overall delivery and improvement of advice services.

Salary: £27,940 - £29,748 pro rata depending on experience

Hours: 22.5 hours per week up to full time (37 hours), please indicate your desired hours at application.

Period: Permanent Contract

Location: Aldershot/Farnborough offices

Reporting to: Advice Services Manager



Role profile

Main Duties and Responsibilities

Service Delivery

- Manage the day-to-day operation of Adviceline and other telephone/digital channels.
- Ensure sessions are adequately staffed, supported, and delivered consistently.
- Take responsibility for supervising advice sessions at agreed times.

- Maintain own advice skills through limited direct provision of advice.
- Contribute to service planning, ensuring Adviceline integrates effectively with face-to-face and outreach services.
- Ensure effective communication of changes, rota updates, and absences within the management team.
- Maintain an up-to-date operational calendar for their area.

Quality Assurance & Case-Checking

- Undertake case-checking, feedback, and supervision of Adviceline volunteers to maintain quality standards.
- Monitor performance against Advice Quality Standard (AQS) and Citizens Advice requirements.
- Contribute to Quality of Advice Audits (QAA) and organisational readiness for Citizens Advice assessments and external inspections.
- Support continuous improvement through identifying training needs, coaching volunteers, and sharing best practice.

Performance Monitoring & Reporting

- Take proactive responsibility for monitoring the performance of information-level services, ensuring key indicators are reviewed regularly.
- Identify emerging issues early and take sensible, proportionate action to address them, including raising concerns or suggesting improvements where appropriate.
- Provide brief, clear updates to the Advice Services Manager on a weekly basis, highlighting any trends, pressures, or successes.
- Contribute to performance discussions at team and management meetings and support the preparation of data or narrative for reports when required.
- Use learning from monitoring and case-checking to help shape training, volunteer development, and continuous service improvement.

Volunteer Supervision & Development

- Recruit, induct, supervise, and support Adviceline volunteers.
- Provide regular 1:1 supervision, appraisals, and constructive feedback.
- Ensure training needs are identified and met through modular learning, coaching, and mentoring.
- Foster a positive and inclusive team culture, ensuring volunteers feel valued and supported.

People Management

- Line-manage volunteers and any staff assigned to Adviceline delivery.
- Support the Advice Services Manager in ensuring effective communication across advice teams.
- Promote equity, diversity, and inclusion in all aspects of service delivery.

Project Development & Innovation

- Contribute to the design and development of new projects to strengthen digital and telephone advice services.
- Explore opportunities to expand access for underrepresented groups (e.g. language support, extended hours, digital tools).
- Support funding bids and partnership proposals relating to Adviceline or digital service delivery.
- Share learning from Adviceline delivery to inform wider service design and organisational strategy.

Other Responsibilities

- Maintain accurate records of Adviceline performance, outcomes, and volunteer progression.
- Build relationships with internal teams and external partners to strengthen client access through telephone and digital channels.
- Deputise for the Advice Services Manager as required, including supervision of wider advice sessions.
- Undertake other duties consistent with the scope of the role, including occasional evening or outreach work.



Person specification

Essential

- Experience of supervising advice delivery,
- Proven ability to check advice work and provide effective, constructive feedback.
- Experience of managing or coordinating volunteers, including recruitment, induction, and development.
- Knowledge of telephone and digital advice delivery, including challenges of accessibility and consistency.
- Ability to identify and contribute to the development of new projects or initiatives.
- Strong organisational skills, with ability to manage competing priorities and deadlines.
- Excellent communication and interpersonal skills, able to motivate and engage volunteers.
- Understanding of safeguarding, data protection, and health & safety responsibilities.
- Commitment to the aims and values of Citizens Advice, particularly equity, diversity, and inclusion.

Desirable

- Experience of working within Citizens Advice or a similar advice and advocacy service.
- Knowledge of Citizens Advice quality standards or similar frameworks.
- Familiarity with case management systems (e.g. Casebook).

- Knowledge of local community needs and referral networks.
- Experience of contributing to audits, inspections, or performance reviews.



Terms and conditions

Our standard terms and conditions include:

- A standard 37 hour working week, which forms the basis of all pro-rata salary calculations
- 25 days holiday per year (rising to 27 days after 4 years), in addition to all public holidays and an additional day of birthday leave
- Enhanced sickness scheme giving 1 month's full pay and 2 months' half pay during the first two years of service; and 2 months' full pay and 2 months' half pay after the 2nd year of service
- Flexible working and home working where this fits the role requirements and business needs of the charity.



What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor “a great place to work and volunteer” - this objective is reflected in our People Strategy, with focused activity to realise this ambition.

We place a high value on equality, diversity and inclusion; and offer continuing learning and development opportunities to all our staff. Our behaviour framework commits the team to mutual support and wellbeing.

We also offer an Employee Assistance Scheme to all our staff, provided through [TELUS Health](#).



How to Apply

Please send a copy of your CV (no more than two pages) and a brief covering letter setting out your reasons for applying and why you are suited to the role (no more than one page), no later than the closing date referred to in the advert. No applications will be considered after this date.

Applications should be made via email to: jobs@citizensadvice Rushmoor.org.uk

No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

Please note: Applications will be considered on a rolling basis, so we may close the advert early.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to be taken into account when we are considering your application. Please be assured that we will be supportive in discussing reasonable adjustments at any stage.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

Diversity Monitoring

Citizens Advice Rushmoor values diversity and promotes equality. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Interviews may include a practical task or assessment, with all details provided before the interview.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education.

The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Rushmoor will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we cannot employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.