



# Job pack

## Advice Service Supervisor

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

In this pack you will find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice Harlow and the national Citizens Advice network.
- The opportunity, role profile, and personal specification
- Staff benefits
- How to apply

### Want to chat about this role?

If you want to chat about the role further, you can contact the Head of Advice Mhairi Laker-Jones at [mhairi.laker\\_jones@harlowcitizensadvice.org.uk](mailto:mhairi.laker_jones@harlowcitizensadvice.org.uk) or by calling 01279 770181.

**Applications closing date:** Until the position is successfully filled

**Interview date:** To be confirmed

## Our values

### #Team Harlow

- We are open and transparent
- We continue to learn and grow
- We have trust in each other
- We aim for quality whatever our role

## 3 things you should know about us

**1. We're local and we're national.** Citizens Advice Harlow is an independent charity. We're also a member of the national Citizens Advice network, which provides an extensive online information system and audits the quality of our advice.

**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 Harlow works

Citizens Advice Harlow has been ever present in Harlow since 1956. We're an independent charity governed by a board of trustees. We're supported by a range of funders, staff, and trained volunteers, without whom we wouldn't be able to offer the quality service that we do today.

We operate a telephone, email, webchat, and virtual face-to-face service from our offices based in the heart of the town centre at West Gate House. We also deliver services at various outreach locations across Harlow.

Our portfolio of services includes specialisms such as welfare benefits, housing, employment, energy, debt advice, and the Macmillan welfare support service for Harlow. We have excellent relationships with statutory and non-statutory partners working on joint initiatives. We are accredited by the Financial Conduct Authority and meet the Advice Quality Standard.

Our vision is for people to have the knowledge and confidence they need to find their way forward, whoever they are, and whatever problems they face.

We use our experience of advice work and the data we collect to influence policies and practices that affect the lives of people in Harlow.

- Our services are free, independent, confidential, and impartial.
- We embrace diversity and seek to challenge discrimination in all aspects of what we do.

We promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

We will retain and use the information you provide only for this recruitment process. It is necessary that we hold this information to operate a fair and equitable procedure. We will keep this securely and destroy it after six months unless you have been appointed to a role in which case it will form part of your employment record.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

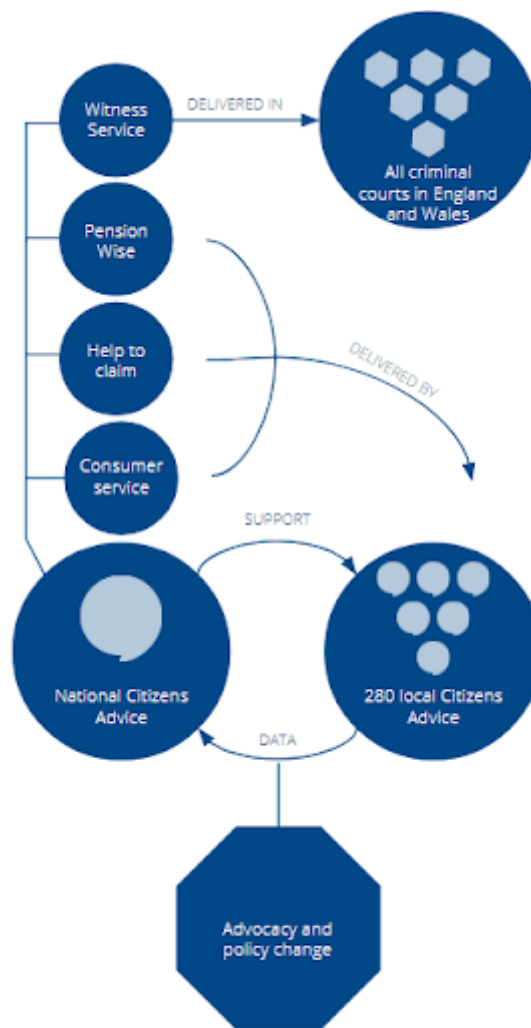
This role sits within our network of independent charities, delivering services from

- 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.





## Terms and conditions

<b>Job Title:</b>	Advice Service Supervisor (will consider job share or part-time role)
<b>Responsible to:</b>	Head of Operations and Advice
<b>Salary:</b>	Up to £32,000 depending on experience
<b>Hours:</b>	37.5 per week (will consider job share or part-time role)
<b>Contract:</b>	Permanent
<b>Location:</b>	Citizens Advice Harlow (we do operate a flexible and home working policy)
<b>Closing Date:</b>	<b>Until the position is successfully filled</b>
<b>Interview Date:</b>	<b>To be confirmed</b>



# The opportunity

## Advice Service Supervisor

Are you ready for an exciting opportunity to make a real impact in your community? Citizens Advice Harlow is a forward-thinking, highly regarded independent advice organisation in Essex, dedicated to serving a rapidly growing population of 94,000 people. Our team consists of 22 dedicated staff members and an incredible group of 40 volunteers, and now, we're ready to take things to the next level.

We are looking for exceptional individual/s to join our dynamic team, where we are driven to serve our community with high-quality independent advice. In this pivotal role, you'll be responsible for managing and coordinating the activities of our talented staff and dedicated volunteers. Your mission: to provide top-notch supervision and support that will help us continue to make a difference in our local community.

Reporting directly to our Head of Operations and Advice, you won't just be a cog in the machine – you'll be a key player in our organisation. Your experience will be put to the test as you coordinate advice sessions and ensure we meet our performance targets. But that's not all; we're looking for a proactive team player with exceptional communication skills and emotional intelligence. Why? Because we believe in bringing out the best in our people, helping them develop and thrive in their roles.

You'll also be part of a team responsible for conducting the Quality of Advice Assessment on a quarterly basis, ensuring we maintain the highest standards in providing support to our community.

At Citizens Advice Harlow, we value equality and actively challenge discrimination. We're dedicated to fostering an inclusive environment and welcome applications from individuals of all backgrounds, in particular, we encourage those with disabilities and individuals from Black, Asian, and Minority Ethnic backgrounds to apply, as we strive to create a workforce that truly represents the diversity of our community.

This position has flexible scheduling options and is available as both full-time and part-time, making it ideal for individuals looking for a variety of work arrangements. If you're ready to be part of a dynamic organisation, drive positive change, and make a lasting impact, this opportunity is for you. Join us at Citizens Advice Harlow and help shape the future of our community.



# Role profile

## Service Delivery

- Manage the practicalities of the advice session and outreaches, ensuring adequate staffing and resources
- Provide high-quality support and supervision to individual workers depending on their level of competence
- Monitor the case records/telephone calls of designated staff to meet quality standards and service level agreements
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice
- Keep technical knowledge up to date and provide technical support to advisers and/or caseworkers
- Ensure referrals and emails are processed and responded to promptly

## Learning, development, and training

- Contribute to the organisations learning and development plan, ensuring it meets the organisations strategic objectives
- Contribute to the assessment of competence of designated staff
- Co-ordinate assessment activities and make final decisions on competence
- Develop and implement individual training plans for designated staff in conjunction with the Training and Recruitment Manager
- Co-ordinate shadowing and observed interviews for trainees, ensuring trainees are supported during each advice session

## Staff management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best
- Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process, and learning and development
- Lead the Generalist Advisers, volunteers, and designated project staff.

## Research and Campaigns

- Identify research and campaign issues and instigate systems and procedures in line with the research and campaign requirements of the membership scheme
- Keep up to date with research and campaign issues and ensure research and campaigns are promoted and integrated in a way relevant to the role

## **Other duties and responsibilities**

- Advise the Head of Operations on staffing, outreach, and project delivery issues
- Deliver advice work as required to ensure the client journey meets the organisation aims and objectives
- Keep up to date with the aims, policies, procedures, interests, and wellbeing of the organisation and protect its integrity and reputation
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers can flourish
- Develop and maintain effective admin systems and records relevant to the role
- Attend regular internal and external meetings relevant to the role (staff, team, management, trustee board, consortium etc)
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication, and common practices within the team
- Abide by Safeguarding and Health and Safety guidelines with a shared responsibility for your own health and safety and that of colleagues
- Identify your own learning and development needs and take steps to address these
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service

## **Person specification**

### **Essential**

1. Citizens Advice generalist certificate or equivalent and at least 2 years' experience in providing advice and managing an advice caseload with clients.
2. Exceptional ability to supervise others including the ability to provide advice support including technical knowledge of complex advice issues to find the best way forward.
3. Support training and development of staff and volunteers including trainee advisers and information assistants.
4. Ability to understand and implement the advice framework within the advice sessions.
5. Ability to communicate effectively verbally and in writing, conduct research, analyse and interpret complex information to produce and present reports.
6. Ability to use IT systems and packages including case recording database, telephone platform, MS365, and electronic resources in the provision of advice, analyse statistics, and preparation of reports and submissions.
7. Proven experience of strong casework management and administration including the ability to monitor advice/casework and deliver feedback both objectively and sensitively.



8. Commit to, and work within, the aims, principles, and policies of the Citizens Advice service, demonstrating an understanding of the issues affecting society and their implications on the clients and the service.
9. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
10. Strong awareness of the operating environment such as legislative developments, social trends, and local needs likely to affect demand for advice and opportunities for service development.
11. A good, up-to-date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff.
12. Proven ability to monitor and maintain service delivery against agreed targets.
13. Understanding of organisational Quality standards.
14. Model professional behaviour at all times, both internally and externally.
15. A commitment to continuous professional development.

### **Desirable**

16. Experience as an Advice Session Supervisor.



## The benefits we provide

One of our key strategic objectives is to prioritise learning and development, to both fulfil individual potential and to meet our strategic plan objectives. We also foster a supportive team approach reflected in our behaviours towards each other including well-being and dignity at work.

Citizens Advice Harlow is dedicated to fostering a safe and supportive workplace environment. Our Trustee board diligently oversees workplace health and safety measures and regularly reviews policies to ensure their effectiveness and accessibility to all employees and volunteers.

We prioritise feedback and continuous improvement through our annual people survey, which helps us refine our support systems for staff and volunteers. We facilitate regular team meetings to enhance communication and foster a spirit of collaboration.

As part of our commitment to employee well-being, we offer generous staff benefits, including 31 days of paid annual leave pro-rata, which encompasses statutory bank holidays. Moreover, we provide an additional 3 days over the Christmas period, allowing our staff to enjoy well-deserved time off during the holiday season.

We recognise the importance of financial planning for our employees' futures and contribute 3% to our workplace pension scheme, with a corresponding 5% employee contribution.

All staff and volunteers benefit from enrolment in our Employee Assistance Program, which grants access to valuable well-being and mental health support services.

We are dedicated to fostering professional growth among our team members and demonstrate this commitment through continued professional development opportunities. Additionally, we cover membership fees to professional bodies for our specialist caseworkers, enabling them to stay ahead of developments and changes to legislation so they can excel in their roles.



## Applying for the role

If you are interested in applying for the role of Advice Service Supervisor please complete the application form and send it to:  
[sadie.crocker@harlowcitizensadvice.org.uk](mailto:sadie.crocker@harlowcitizensadvice.org.uk)