

Citizens Advice Bromsgrove & Redditch

**Advice Session Supervisor**

**Location:** Primarily based at our Bromsgrove Office (50-52 Birmingham Road, Bromsgrove B61 0DD)

**Hours:** Full time (37 hrs p/w) – We will consider job share or part time working

**Remuneration:** NJC Pay scale 5 - £24,496 to £27,344 with generous leave package and 6% pension contribution.

**Role description**

**Accountability: L**ine managed by the Operations Manager.

**Role purpose:** To ensure the smooth and efficient delivery of the CABR generalist advice service whilst adhering to all policies, procedures and membership scheme requirements.

**Key work areas and tasks:**

**Planning and development**

* To support the Operations Manager in developing the generalist advice service through contributions of ideas; engaging constructively in discussions and in focused delivery of change when required.
* To attend relevant training, management and supervision meetings as required.

**Service delivery**

* Oversee Adviceline; face to face/telephone appointments and outreach sessions as required.
* To support and manage any volunteer supervisors or mentors in their role.
* To ensure advisers are giving accurate and appropriate levels of advice by providing support during the session.
* To participate in monitoring and case checking as required.
* To support volunteers and other staff in such a way as to develop their skills
* To lead morning briefing sessions as required

**Administration**

* To use all agreed procedures and protocols, and to make suggestions where they feel improvements or efficiencies could be achieved.
* To maintain accurate and appropriate records when using all systems.

**Public Facing Work**

* To attend, where necessary, external events for the promotion of the service

**Social policy**

* To contribute to the Social policy Work of CABR when opportunities arise

**Attitudes**

* To be a constructive team player, contributing willingly to discussions but also recognizing when organisational priorities may need to be focused elsewhere.
* Show flexibility within their role and in the support of other areas of CABR’s work.

**Other duties and responsibilities**

* Promote and abide by the aims, policies, and membership requirements of the CAB service and CABR. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

**Person Specification**

ESSENTIAL

* A commitment to the aims and objectives of the Citizens Advice and to promote the organisation
* To be a trained Citizens Advice Bureau generalist adviser
* To be a strong team player
* To be a good communicator, verbally and in writing, able to influence others and manage people both sensitively and firmly
* To be able to work effectively and positively under pressure
* To be able to operate under your own initiative where circumstances call for it
* To be committed to the volunteer model of service delivery within Citizens Advice Bureau generalist advice services
* To be a competent user of IT in terms of client management systems; the internet and standard office products such as e-mail and word processing
* To be able to work with processes methodically, competently and accurately to ensure clients and volunteers receive a consistent and effective experience of our service.

DESIRABLE

* Experience of operating as a session supervisor for a generalist CAB advice service