



# Trainer / Supervisor

## Job pack

Thanks for your interest in working at Citizens Advice East Herts. 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 mission, vision and values
- 3 things you should know about Citizens Advice
- Overview of Citizens Advice East Herts
- The role profile and personal specification
- Terms and conditions

### **Want to chat about this role?**

If you want to chat about the role further, you can contact Laura Hyde by emailing [admin@citizensadviceeastherts.org.uk](mailto:admin@citizensadviceeastherts.org.uk) or calling 01279 755557



# Our mission, vision and values

Our **mission** is to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.

Our **vision** is that everyone is able to access free advice to find a way forward.

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 Citizens Advice

1. **We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 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.



## Overview of Citizens Advice East Herts

Citizens Advice East Herts provide free, confidential and impartial advice on any subject. We are an independent, local charity and a member of the Citizens Advice network. Last year we helped 6000 unique clients in East Herts.

Our general service operates 4 days a week at 2 main advice centres and 3 outreach locations. It is delivered face-to face by local volunteers, supported by paid supervisors. We also provide telephone advice 5 days a week, an email service, and online advice. We provide on-going casework where required. Phone is twice as popular as face-to-face drop in.

*“They were amazing when our life fell apart. Without them I don’t think I would be here”*

Client

Our volunteer model means our services are locally delivered by and for members of the community, directly at the point of need.

*“For me, working as an adviser at East Herts Citizens Advice ticks all the boxes. I get to be part of a team and learn new skills in a professional and supportive environment. Clients present with a very varied range of enquires and it is very satisfying to be part of an organisation that makes a real difference to people’s lives”*

Volunteer

Whilst people seek help with many problems, the most common are benefits and tax credits, debt, housing, employment and relationship problems. Our holistic service will explore other issues in addition to the presenting problem.

The clients we help include those most in need - they are 5 times as likely to live on low incomes than the UK average. They are less likely to be in employment, more likely to be disabled or have a long-term health problem and are less likely to own their own home. 33% of our clients come from the 5 most deprived East Herts wards.

We are fortunate that East Herts is a largely affluent district but this can mask pockets of deprivation. There are many households experiencing multiple indices of deprivation living in close proximity to more affluent households. Life

expectancy in more deprived areas is significantly lower than more prosperous neighbourhoods.

*“It’s often harder to be poor in the midst of affluence than it is to be poor in stereotypical ‘poor’ areas. Services, funding, staffing, grants etc all gravitate to the poorer areas, even within the County, and so those who are in poverty in ‘richer’ areas are left even more isolated and excluded.”*

Hertfordshire Matters

We work locally in East Herts but also across Hertfordshire through our Citizens Advice Hertfordshire consortium. It is through this partnership where we provide countywide services.

Some problems are too difficult to be solved through advice alone. Our evidence shows there are systemic barriers which stop people’s problems being resolved. Our work helps to remove these barriers by improving policy and practice. This can bring change not only for our clients but also for people who may never come to us for help. Our research and campaigns work provides evidence so that we can better target our support and our resources.

We have around 74 volunteers and 17 paid members of staff supported by an active board of 8 trustees. We have developed very good relationships with local stakeholders including our primary funder East Herts Council.

*“Their level of expertise and local knowledge of East Herts and its communities are second to none.”*

Partner Organisation

# Who we are and how we help



				
74 volunteers giving over 21,000 hours p.a	5 locations	Advice <b>face-to-face</b> and <b>by phone</b>	Advice by <b>email</b>	Advice <b>on-line</b>

*Everyone should be able to access free advice to find a way forward*

				
Our clients are 5 x more likely to live on a low income than UK average	Our advice improves finances – income gain & debt reduction	44% of our clients are disabled or have a long term health condition	Our advice improves health – relieving stress & the knock on effects	We empower, provide education and skills & campaign on key issues

## Our impact in 2018/19

				<b>£6.4 million in financial outcomes</b>
5,849 clients helped	11,914 issues dealt with	4 in 5 clients said our advice improved their lives	8,426 activities	For every £1 invested we generate £22.22 in value

## The Future

				
We want to recruit more advisers	We want to extend our opening hours	We want to meet more people at their point of need	We want to change perceptions – we're here for <u>everyone</u>	We want to reach more people



# The Role

**Role:** Trainer / Supervisor

**Hours:** 37 Hours per week

**Location:** Hertford & Bishop's Stortford & outreach locations within East Herts

**Salary:** £26,926 (including outer London weighting) FTE. Pay award pending

**Contract:** Permanent

**Application deadline:** We will interview on a rolling basis as soon as we receive a suitable application. Advert will close 23 March 12pm

Citizens Advice East Herts are looking for a new Trainer / Supervisor following the promotion of the previous post-holder. This is an exciting time to join us, as we have an ambitious agenda to expand our advice services to meet the need of people in East Herts.

Our advice service is delivered by a predominately team of volunteer advisers alongside some paid specialist project workers. The advisers are supported by a team of Advice Session Supervisors who work on a rota basis across our two main sites at Bishop's Stortford and Hertford.

The Trainer / Supervisor will carry out the duties of an Advice Session Supervisor and also be responsible for leading the recruitment and training of all new volunteers and to ensure that we have a consistent and co-ordinated approach to volunteer recruitment and training.

The post holder will also identify training and development needs and arrange or deliver appropriate learning and development activities for volunteers and employees in advice and non-advice support roles.

When acting as an Advice Session Supervisor the post holder takes responsibility for the running of the whole advice session including supervising face-to-face, telephone, email and webchat advice. In addition, they check advice records and cases on a regular basis including a more detailed monthly quality review.

The Trainer / Supervisor is supported by the Head of Advice, Training Assistant, Office Manager and other Advice Session Supervisors within the team.

To apply please submit a CV and a covering letter outlining your suitability for the role or complete an application form available on our website (under paid staff vacancies).

# Role profile

## **Supervising Advice Sessions**

- Provide an appropriate level of support and supervision to individuals depending on their level of competence.
- Monitor drop-ins and appointments within the waiting room allocating clients to advisers.
- Supervise the telephone advice, email and webchat services. Help advisers on other sites as necessary.
- Open and close the building.

## **Case Checking**

- 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.
- Carry out the monthly case reviews required by Citizens Advice.

## **Recruitment and Training**

- Manage the recruitment, selection and induction activities of all volunteers.
- Provide guidance and training to reception volunteers to ensure that they can provide appropriate information to clients.
- Identify learning and development needs of all volunteers.

## **Learning and Development**

- Assist trainees through self-study learning activities and review progress on a regular basis.
- Organise, plan and execute learning activities and training to ensure the competence and continuing development of advisers and trainees.
- Ensure trainees are integrated into the advice team and feel well supported.
- Co-ordinate and carry out competency assessment for advice trainees.
- Identify training and development needs of employees in advice and non-advice support roles.
- arrange or deliver appropriate learning and development activities for volunteers and employees in advice and non-advice support roles.

## **Planning and Development**

- Develop and maintain effective administrative systems and records. Liaise with Advice Session Supervisors to ensure individual adviser training plans are in place.
- Develop and maintain the organisation's training records and the training and development plan.
- Work alongside other managers to ensure that the organisation has a consistent and co-ordinated approach to volunteer recruitment, induction and training.
- Contribute to the organisation planning process by providing regular reports and feedback.

## **Staff Supervision**

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

## **Research and Campaigns**

- Keep up to date with Research and Campaigns issues and ensure issues are identified and acted upon as part of the advice-giving process.
- Raise awareness of current Research and Campaigns work amongst staff.

## **General**

- Attend relevant internal and external meetings.
- Develop and / or maintain knowledge across all areas of advice.
- Demonstrate commitment to the aims and values of Citizens Advice.
- Work, on a regular basis, in all office locations, promoting a cohesive united workforce.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Keep up to date with policies and procedures and ensure these are followed.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post.

# Person specification

We are looking for a skilled individual who has the ability to:

- Meet the organisation's competence requirements for an Advice Session Supervisor and has experience of advice and casework, ideally in Citizens Advice.
- Develop individuals and groups by providing guidance, tutoring and training.
- Manage / supervise others, including ability to develop and motivate staff and volunteers.
- Monitor advice work and maintain casework systems and procedures.
- Communicate effectively verbally and in writing with excellent interpersonal skills.
- Give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Prioritise own work and the work of others, meet deadlines and calmly manage workload in a busy environment.
- Work flexibly and within a team.
- Meet and report against agreed targets.
- Use IT systems and packages, and electronic resources in the provision of advice

# Terms and Conditions

The main place of work for this role is either Hertford or Bishop's Stortford (depending on the post-holder's preference) although there will be significant travel between the 5 towns in East Herts. Reasonable expenses will be reimbursed for costs incurred. All reasonable car parking expenses are reimbursed.

This is a permanent contract after a probationary period of 6 months.

The full time working week is 37 hours and normal hours are from 9am to 5.30pm Monday to Thursday. More flexible arrangements maybe agreed.

The annual leave year runs from 1 April to 31 March and full time employees are entitled to 5.6 weeks paid annual leave plus statutory holidays.

There is an auto enrolment pension scheme with an employer contribution of 3% and an employee contribution of 5%.