



Advice Service Supervisor (part time, 17.5 hours per week).

Job pack

Thanks for your interest in working at Citizens Advice Liverpool. 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
- About Citizens Advice Liverpool
- Overview of Citizens Advice
- Aims and Principles of the Citizens Advice service
- The role profile and personal specification
- How to apply

Want to chat about this role?

If you want to chat about the role further, you can contact Chief Officer Heather Brent by emailing recruitment@caliverpool.org.uk or calling 0151 522 1400.

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 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.

About Citizens Advice Liverpool

The first Citizens Advice opened in Liverpool on 4th September 1939, established in the aftermath of the first world war and provided, amongst other initiatives, a casework service for families in need.

Since then, we have continued to grow as a frontline service, finding innovative solutions to the advice needs of our community through free, confidential and independent advice and information services.

Citizens Advice Liverpool is a charity, dependent on a workforce of paid staff and over 120 trained volunteers. We operate over seven permanent sites ([Belle Vale](#), [Garston](#), [Norris Green](#), [St Johns](#), [Toxteth](#), [Walton & Wavertree](#)) and over 30 outreach locations in the city, which we are continually reviewing to ensure we are reaching the people most in need of our services. We have also developed a [mobile phone app](#) which acts as a single point of access for Citizens Advice in Liverpool, showing where to find advice in real time, access to self-help information, and telephone, WhatsApp, email & webchat advice.

We are a member of ["National Citizens Advice"](#), which provides the extensive information system we use to advise clients and sets standards for advice, training, equal opportunities and accessibility in our offices.

We receive funding from Liverpool City Council; which helps support our generalist advice service which gives advice on a wide range of subjects such as; benefits, work, debt & money, consumer, family, housing, law & courts, immigration and health. We also receive funding from other major contributors which helps run our specialist advice projects.

Over 2018/19, Citizens Advice Liverpool helped over 20,000 people in Liverpool with over 60,000 problems. We found that half of all enquiries concerned welfare benefits and a further third concerned debt issues, followed by housing, employment and consumer.

We're proud of that achievement and know it was only possible because of the huge levels of commitment shown by our staff and volunteers. We know there is still more we can do for our communities and have big ambitions to develop our service, both in terms of the scope of our work and ways we deliver our advice.

We're excited that you want to be part of the team and look forward to receiving your application.

Citizens Advice Liverpool recognises the positive value of diversity, promotes equality and challenges discrimination. We aim at all times to recruit the person who is most suited to the job and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian

or Minority Ethnic people, as they are currently under represented in our workforce

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.

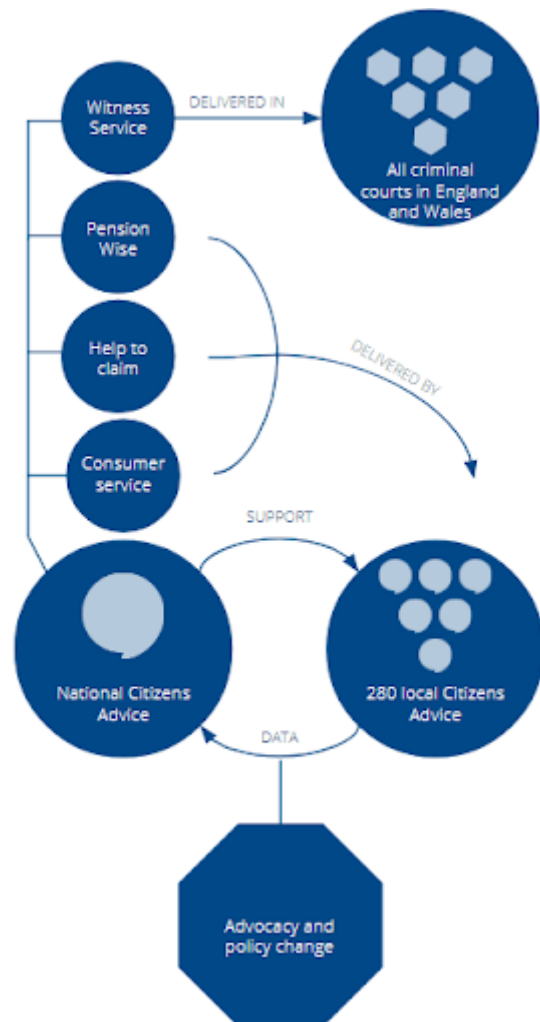
This role sits our network of independent charities, delivering services from

- 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.





Aims and Principles of the Citizens Advice service

Aims:

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face,
- To improve the policies and practices that affect people's lives

Principles:

Independence: The service provided by Local Citizens Advice Bureaux is completely independent. Local Citizens Advice are therefore able to offer impartial advice to all clients and to take up any issue with the appropriate authority on behalf of individuals or groups.

Impartiality: The service provided by Local Citizens Advice is impartial. It is open to everybody, irrespective of ability, age, gender, gender identity, race, religion or belief, sexual orientation and social or economic status. Advice and help will be given on any subject without any preconceived attitude on the part of the bureau.

This guidance must be seen in the context of the service's other principles of free, independent and confidential advice, and its equality and diversity policies.

Appropriate action will be taken on behalf of the client regardless of how unpopular or unpalatable it may be with the community or the Local Citizens Advice itself. The provision of an impartial and objective service demands that bureau staff must recognise their own prejudices and take action to control their feelings when dealing with a particular client.

Political Impartiality: The Citizens Advice service requires that personal views do not impair the objectivity of the advice and assistance given, or restrict its availability or deter sections of the community from making use of the services of the Local Citizens Advice, or deter funding authorities from helping bureaux to achieve their aims.

As a voluntary movement the Local Citizens Advice service draws strength from the diversity of its members (trustees, volunteers or paid staff). Harnessing the differences into a creative force requires an impartial stance towards those differing ideologies which are held by both providers and consumers of the service.

Impartiality is basic to the furtherance of both the Citizens Advice service's aims.

The Local Citizens Advice service requires that personal views do not:

- impair the objectivity of advice and assistance given, or restrict its availability or deter sections of the community from making use of the services of Local Citizens Advice, or
- deter funding authorities from helping Local Citizens Advice to achieve their

aims.

Confidentiality: Citizens Advice offer confidentiality to enquirers. Nothing learned by a Local Citizens Advice from enquirers, including the fact of their visits, will be passed on to anyone outside the service without their express permission.

Free: Local Citizens Advice services are provided free to clients at the point of delivery. Each member Local Citizens Advice and Citizens Advice nationally, is responsible for operating within the principles of the service and protecting the Citizens Advice brand. At the same time it is also recognised that we all need room for innovation without deterring people from seeking advice for fear of the cost.

Campaigning & Research: The two aims of the Local Citizens Advice service are equal. Local Citizens Advice are in a unique position to exercise an influence on social policy both locally and nationally. It would be irresponsible to fail to analyse or to pass on evidence of poverty, ignorance, injustice or inefficiency of administration which may be acquired in the furtherance of the social policy aim "to improve the policies and practices that affect people's lives".

Analysis of the workload is also vital to the efficient management of the service. It is the duty of the service to comment on policies which adversely affect its clients. Each issue must be handled in a non-party-political manner and requires sensitivity of approach.



The role

Advice Service Supervisor

RESPONSIBLE TO: Service Delivery Manager

PLACE OF WORK: Within Citizens Advice Liverpool
SALARY: £24,000 per annum pro rata 17.5 hours
HOURS OF WORK: 17.5 hours per week
CONTRACT TYPE: Permanent

Reporting to the Service Delivery Manager, the post-holder will oversee daily delivery of Citizens Advice Liverpool gateway and generalist advice services and information contact points; in Citizens Advice Liverpool's own buildings and at a range of outreach locations.

The post holder will ensure sessions are appropriately staffed and resourced and be responsible for support and supervision of the volunteers who provide reception, gateway assessment, information and detailed advice to clients.

Working with the Volunteer Recruitment and Training Manager to select, induct and train new volunteers, the post-holder will be responsible for supporting and supervising volunteers through learning programmes and ongoing development; signing them off as having reached competency and ensuring high quality services are provided at all times. As the main point of contact for volunteers as they provide advice to clients, the post-holder will guide and coach them through the advice process and in the use of information resources and other research, to ensure clients' problems are effectively diagnosed and resolved. The post-holder will undertake quality checks of advice case records after sessions and initiate action to resolve any problems identified.

The post-holder will work with the management team to support and develop the digital offer and support volunteers providing services through a multi-channel approach of face to face, telephone and webchat.



Role profile

Service Delivery

- Manage the practicalities of advice sessions and other first-tier generalist Citizens Advice services and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual volunteers depending on their level of competence.
- Monitor the case records / telephone calls / electronic communications of designated volunteers 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.
- Ensure targets are met for any contract funded services or projects that are delivered through the generalist advice service.
- Ensure referral routes from generalist services to specialist services are streamlined and effective for clients.
- Maintain and develop working relationships with other organisations who host or share locations where Citizens Advice Liverpool services are provided.
- Escalate any significant concerns with provision of services at outreach or shared locations.
- Ensure outreach services are delivered taking account of behaviour, dress and other factors that are appropriate to the particular location and likely clients.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

Staff management

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and volunteers can do their best.
- Participate in recruitment and selection activities as delegated.
- Participate in the induction and training of new volunteers as delegated.
- Ensure the effective performance management and development of volunteers through regular supervision sessions, the appraisal process and through supporting learning and development.
- Ensure that volunteers have opportunities to develop and maintain motivation.
- Ensure activities to recognise and reward volunteers are in place and delivered.
- Ensure volunteers have a positive experience with Citizens Advice Liverpool and those who operate at outreach or co-located premises feel part of the wider organisation.

Learning, development and training

- Identify learning and development needs of designated volunteers and contribute to the organisation's learning and development plan.
- Contribute to inclusive learning and development activities to meet quality

- standards and the organisation's learning and development plan.
- Facilitate inclusive group and / or one-to-one learning and development activities.
- Contribute to the assessment of competence of designated volunteers.
- Assess the competence of new advisers against Citizens Advice and the organisations requirements.
- Ensure that assessments of potential advisers and administrative volunteers are carried out.
- Liaise with volunteer recruitment and training staff to co-ordinate assessment activities and make final decisions on competence.

Networking and partnerships

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use influencing skills to promote the organisations and foster good relationships with external organisations.

Other Duties and Responsibilities

- Undertake advice work as required.
- Be at all times a positive ambassador for Citizens Advice Liverpool.
- Manage and supervise paid staff or individuals on placement if required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Act as key holder and open or close the building when necessary.
- Monitor and evaluate activities appropriate to the role and contribute to the Citizens Advice Liverpool planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular internal and external meetings relevant to the role and to services at outreach locations.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues; taking particular account of this at outreach and shared locations.
- Identify 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.
- Ensure all data protection requirements are adhered to in all work for which the post is responsible.



Person specification

Essential

1. Demonstrable commitment to the value of volunteering.
2. Ability to co-ordinate and support a large number of volunteers to deliver a professional advice service to the public.
3. Proven ability to manage and /or supervise others, including the ability to recruit, develop and motivate people, whilst monitoring the quality of their work.
4. Proven ability to develop individuals or groups by providing support, guidance, constructive feedback and training, tutoring or coaching.
5. Ability to contribute to planning and implementation of learning programmes.
6. Ability to research, analyse and interpret complex information and present it verbally and in writing a way that is clear and accessible to others.
7. Proven ability to maintain recording systems and procedures.
8. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
9. Demonstrable understanding of the issues affecting society and their implications for Citizens Advice clients and service provision.
10. Understanding of the issues involved in providing outreach services that use a range of models of service in different locations.
11. Proven ability to monitor and maintain service delivery against agreed targets.
12. Ability to use IT systems and packages, and electronic resources in the provision of services and the preparation of reports and submissions.
13. 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.
14. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
15. A commitment to continuous professional development and willingness to travel between and work from a range of locations within the area covered by Citizens Advice Liverpool

Guidance to assist with completing your application

It is essential that you carefully read the job description and person specification.

However, when you fill in the application form **THE MOST IMPORTANT DOCUMENT IS THE PERSON SPECIFICATION.**

You should go through this point-by-point and show on your application form how you have the particular experience or skills asked for. You should give examples to evidence your statements. Typically, these examples will be things you have done in the past or responsibilities that you have at present. Where relevant you should explain the results you achieved as well as describing the activity itself.

You will not be short listed for interview unless you clearly demonstrate how you meet the requirements of each person specification point. We are therefore unable to accept Curriculum Vitae.

We usually experience a very high volume of interest in our posts and unfortunately do not have the resources to respond to applicants that have not been shortlisted. Therefore, if you have not heard from us within one week of the closing date please assume that your application has been unsuccessful on this occasion.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

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. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Information, experience, knowledge, skills and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be **S.T.A.R:**

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

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 Liverpool 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 Liverpool – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to 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.

How to apply

Applications should consist of:

- A completed application form (CVs will not be considered).
- A diversity monitoring form.

Completed applications should be emailed to: **recruitment@caliverpool.org.uk** or sent by post to the following address:

Citizens Advice Liverpool
242 Picton Road
Wavertree
Liverpool, L15 4LP
marked for the attention of The Chair
No later than 3rd February 2020

The application timeline

The application timeline

Applications open:	10 th January 2020
Applications close:	12 noon 3 rd February 2020
Shortlisting held:	4 th February 2020
Interviews held:	10 th February 2020
Start date:	As soon as possible

Who to contact

Queries regarding the job description or the role overall should be sent to:

Heather Brent, Chief Officer
Email: recruitment@caliverpool.org.uk
Phone: 0151 522 1400