

# Training supervisor



## Job pack

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

In this pack you'll find:

- Our values
- Three things you should know about us
- Overview of Citizens Advice and Citizens Advice Richmond
- The role profile and personal specification
- Summary terms and conditions



## Citizens Advice 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 the Citizens Advice service

**1. We're local and we're national.** There are six national offices that offer direct support to people in 280 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 the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of 280 local Citizens Advice members.

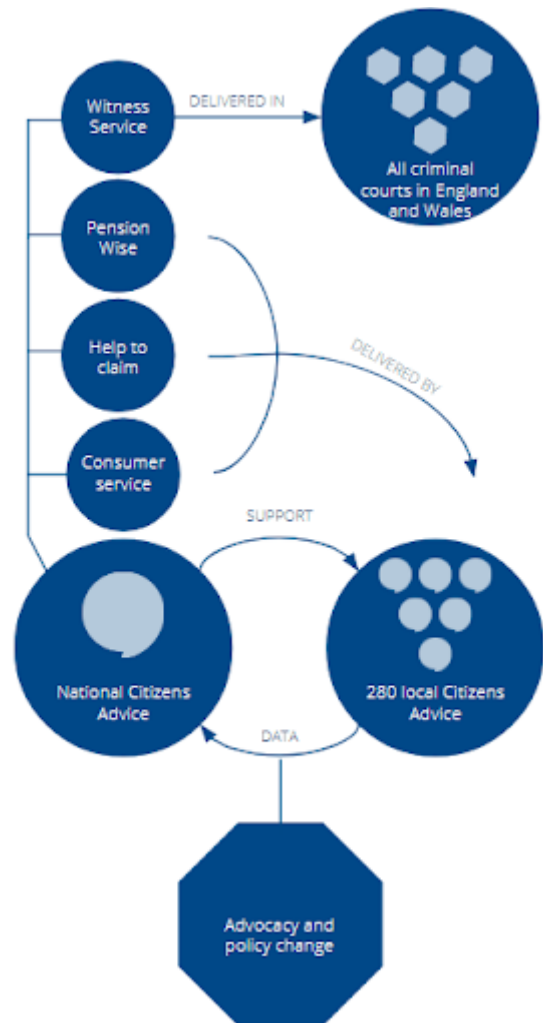
This role sits within our network of independent charities, delivering services from

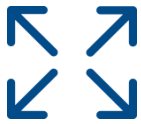
- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

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.





## About Citizens Advice Richmond

Citizens Advice Richmond is an independent local charity providing information and advice to anyone who lives, works or studies in Richmond borough. Our service is free, confidential and impartial. We aim to empower people to resolve their problems and change their lives for the better.

We offer information and generalist advice on any issue and specialist debt advice through Debt Free London, the London debt advice partnership. We also offer specialist legal and financial advice delivered by professionals acting on a pro bono basis.

Currently, we offer advice by phone, email and online; details of all our advice services are on our website – [www.citizensadvice-richmond.org/get-advice](http://www.citizensadvice-richmond.org/get-advice).

When we are able to, we can offer access to our services at our offices in Hampton Hill, Sheen, Hampton and Barnes along with a number of outreach venues.

We have 16 paid staff, though we use volunteers to deliver most of our advice services and for a variety of support roles; at any one time, we have around 100 trained volunteers.

As well as giving advice we aim to prevent the problems that affect people's lives:

- Influence – we collect evidence of practices and policies that cause the issues we help with; our knowledge of clients' problems and circumstances enable us to campaign for change to get a fairer deal for everyone

Money education – we offer courses, workshops and one-to-one help to empower people to avoid debt and increase confidence about personal finances, working with local organisations, schools and community centres.



## The role

### Context of role

Citizens Advice Richmond has around 100 volunteers at any one time, carrying out a variety of roles. Every year we recruit and train new volunteers to meet the needs of the service.

### Role purpose

To carry out recruitment and training of new volunteers; to oversee training and development of existing staff and volunteers; provide occasional cover for front-line supervisors.



## Role profile

### Learning, development and training

1. Identify learning and development needs of designated staff and volunteers and contribute to Citizens Advice Richmond's learning and development plan.
2. Develop inclusive learning and development activities to meet quality standards and our learning and development plan.
3. Lead on recruitment of new volunteers and participate in recruitment of paid staff
4. Lead on induction of new volunteers and participate in induction of paid staff
5. Facilitate inclusive group and / or one-to-one learning and development activities.
6. Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff and volunteers.
7. Contribute to the assessment of competence of designated staff and volunteers.
8. Co-ordinate assessment activities and make final decisions on competence.

### Supervising advice sessions and / or casework (when required)

9. Manage the practicalities of the advice session and ensure adequate staffing and resources.
10. Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
11. Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements.
12. 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.
13. Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

### Staff management

14. Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.

15. Participate in recruitment and selection activities as delegated.
16. Participate in the induction of new staff as delegated.
17. Ensure the effective performance management and development of staff through regular supervision sessions, the appraisal process and learning and development.

### **General**

18. Undertake advice work as required.
19. Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
20. Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
21. 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.
22. Develop and maintain effective admin systems and records relevant to the role.
23. Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
24. Attend and contribute to regular internal and external meetings relevant to the role (staff, team, management, trustee board, consortium etc).
25. Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
26. Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
27. Identify own learning and development needs and take steps to address these.
28. Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

### **Networking and partnerships**

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



## Person specification

1. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
2. 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.
3. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
4. Proven ability to manage / supervise others, including ability to develop and motivate staff and volunteers.
5. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
6. Ability to monitor and maintain own standards.
7. Ability to communicate effectively verbally and in writing.
8. Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
9. Demonstrable understanding of the issues involved in interviewing clients.
10. Proven ability to monitor and maintain service delivery against agreed targets.
11. Ability to monitor and analyse statistics.
12. Proven ability to develop individuals and groups by providing support, guidance and training.
13. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
14. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
15. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
16. Ability to monitor and maintain recording systems and procedures.
17. A commitment to continuous professional development.



## Summary terms and conditions

Location: Richmond (SW London); the role is based at our main office at Hampton Hill, but regular attendance at any of our offices or outreaches across the borough may be required

Salary: £29,477 pa pro rata (£17,686) plus 5% employer pension contribution

Hours: 21 per week

Contract: permanent

*Citizens Advice Richmond is the operating name of Richmond Citizens Advice Bureaux Service. Charity registration number: 1085878; a company limited by guarantee, registered in England and Wales, registered number: 04140012. Registered office: 94-102 High Street, Hampton Hill, Hampton TW12 1NY.*