**Job Title:** Advice Session Supervisor

**Organisation:** Citizens Advice Richmond

**Salary:** £33,662 per annum, plus pension contribution

**Contract:** Permanent, Full-Time (35 hours per week)

**Location:** London Borough of Richmond Upon Thames (Hybrid working considered)

**Annual Leave:** 28 days per annum

**About Citizens Advice Richmond**

We are a well-respected local charity with over 85 years of experience delivering free, independent, and impartial advice to our residents. Our core mission is to provide the support people need for the problems they face and to advocate for policies that improve their lives. We are a friendly, diverse, and responsible team, committed to reaching the most vulnerable in our community.

**The Opportunity: Why This Role Matters**

This is an exciting opportunity to join our dedicated team as an Advice Session Supervisor. This role is the backbone of our service quality. You won’t just be managing sessions; you will be a mentor, a quality champion, and a key support for our passionate team of paid and volunteer advisers who are on the frontline of helping our community.

Working within a collaborative team of supervisors, you will ensure the advice we provide across all channels—face-to-face, telephone, and email—is of the highest standard. This is a role with real impact, where your guidance directly helps individuals develop their skills and ensures our clients receive the life-changing support they need.

**What We Offer**

* A salary of £33,662 per annum
* Generous annual leave of 28 days per year
* A pension contribution scheme
* Flexibility, with hybrid working arrangements considered
* A strong commitment to your professional development, with ongoing training opportunities
* A positive and supportive working environment in a friendly and diverse team

**Role profile**

**Job Title:** Advice Session Supervisor

**Responsible to:** Service Delivery Manager

**Immediate reports:** N/A

**Introduction to the role**

Citizens Advice Richmond is contracted by the local authority to provide a generalist advice service for anyone who lives, works or studies in the London borough of Richmond. We operate four main advice centres spread across the borough, some funded by local charities.

**Role purpose**

* To manage and supervise advice sessions held by drop-in, appointments, email and telephone.
* To supervise advice given by email and telephone
* To provide effective supervision and support to volunteer advisers and assessors
* To ensure quality standards are maintained and enhanced.

**Key responsibilities**

**Supervision and quality of advice**

1. Manage the practicalities of the advice sessions and channels and ensure adequate staffing and resources to ensure advice service delivery in accordance with local need, CAR policies and procedures and our Advice Framework.
2. Provide an appropriate level of support and supervision to individual volunteers, advisers and assessors depending on their level of competence
3. Participate in quality assurance (including checking case notes, monitoring telephone calls, listening to call recordings and carrying out Independent File Reviews) to meet quality standards and service level agreements.
4. Provide feedback in a timely and relevant fashion to volunteers, advisors and assessors on their performance (including results from case checking) and ensure remedial and developmental issues are identified and acted upon to help develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
5. Through supervision identify training needs and agree appropriate training and development objectives.
6. Keep comprehensive advice knowledge up to date, in order to provide technical support to advisers, assessors and caseworkers.
7. Help maintain adviser resources up to date.
8. Contribute to our research and campaigns work and support advisers in this also.

**Staff and volunteer supervision**

* + - 1. Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and colleagues can do their best
			2. Participate in recruitment and induction of new volunteers, advisers and assessors as delegated.
			3. Participate in the induction of new staff as delegated.
			4. Ensure the effective performance management and development of colleagues through regular supervision sessions, the annual appraisal process and learning and development including training.

**Learning, development and training**

1. Identify learning and development needs of designated staff and volunteers and contribute to the CAR’s learning and development plan
2. Identify own learning and development needs and take steps to address these
3. Contribute to the assessment of competence of designated staff and volunteers

**Networking and partnerships**

1.Develop links with relevant statutory and non-statutory agencies relevant to the role

2.Use influencing skills to promote CAR and foster good relationships with external organisations.

**General**

1. Work flexibly and cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the CAR team to ensure service standards are met.
2. Undertake advice work including face to face, telephone and digital delivery as required to maintain service standards.
3. Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
4. Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
5. 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.
6. Develop and maintain effective admin systems and records relevant to the role.
7. Monitor and evaluate activities appropriate to the role and contribute to CAR’s planning process by providing regular reports and feedback on the areas of responsibility.
8. Attend regular internal and external meetings relevant to the role (staff, team, management, trustee board, consortium etc.)
9. Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
10. Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

**Person Specification**

**Essential Requirements**

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| --- | --- |
| **1** | To hold the Generalist Adviser Certificate from Citizens Advice or similar.  |
| **2** | At least 2 years recent practical experience of supervising or delivering high quality generalist advice and casework or if less willingness to undergo training.  |
| **3** | Ability to meet the Money Advice and Pensions Service quality framework for debt advice to supervisor level, by completing the relevant training or supplying documentary evidence of accreditation. |
| **4** | Broad knowledge of advice areas and proven ability to support others to research, analyse and interpret complex technical information in delivering advice to clients. |
| **5** | Excellent communication skills and the ability to present clear information verbally and in writing. |
| **6** | Good IT knowledge and ability to use telephony and IT systems to supervise advice and support service delivery across multiple channels, including face-to-face and remotely |
| **7** | Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively |
| **8** | Flexible approach and willingness to work as part of a team.  |
| **9** | Ability to work, and manage the work of others, in outreach and remote settings with an understanding of information assurance, quality assurance and safety in those settings. |
| **10** | Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment. |
| **11** | Understanding of and commitment to the aims and principles of the Citizens Advice service, its equality and diversity policies and its application to the provision of advice, and the supervision and development of staff. |
| **12** | A commitment to continuous professional development and reflective performance. |

**Desirable Criteria**

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| --- | --- |
| **1** | Proven ability to provide constructive feedback to aid in professional development. |
| **2** | Familiarity with the specific challenges and demographics of the London Borough of Richmond upon Thames. |
| **3** | Experience contributing to research and campaigns work by identifying trends from casework. |

**Our Recruitment Process**

This is a rolling recruitment campaign. We will review applications as they are received and may close the vacancy early if a suitable candidate is found. We therefore encourage you to apply as soon as possible.

Our process is typically:

1. **Application Review:** We will review your CV and supporting statement.
2. **Interview:** Shortlisted candidates will be invited to an interview to discuss their experience.

**Want to find out more?**

We welcome an informal chat about this role. If you have any questions before applying, please contact the Office Manager at **admin.hhill@citizensadvicerichmond.org**.

**How to Apply**

Please email the following two documents to **admin.hhill@citizensadvicerichmond.org** with the subject **line "Recruitment: Advice Session Supervisor"**:

1. Your up-to-date CV.
2. A supporting statement that either takes the form of a traditional Cover Letter addressing the essential criteria in the Person Specification part of the Job description OR provides direct answers to the three questions below. Please ensure you clearly show how you meet the Essential Criteria in the Person Specification.

**Application Questions:**

1. Do you have recent advice session supervisor experience? Please provide more details
2. Do you have staff and volunteer supervision experience? Please provide more details
3. Describe a time you supervised a busy advice session or supported an advisor with a complex case. What was the situation, what steps did you take to ensure quality and support the advisor, and what was the outcome?

**Accessibility & Adjustments**

We are committed to ensuring our recruitment process is accessible to everyone. If you require any adjustments to be made to the application or interview process, please do not hesitate to contact us to discuss your needs in confidence.

**Right to Work in the UK**

While we hold a sponsor licence, we are unable to offer visa sponsorship for this role. Therefore, all applicants must have the pre-existing and ongoing right to work in the UK.

**Equality, Diversity, and Inclusion Monitoring**

To help us monitor the effectiveness of our inclusive recruitment practices, we kindly ask all applicants to complete our confidential EDI monitoring form. This form is anonymous, and the information is separated from your application and is not seen by the hiring panel.

**Please complete the EDI form on our** [**vacancies page**](https://www.citizensadvicerichmond.org/get-involved/jobs/)**.**