

### Advice Session Supervisor- FTC to March 2022

- £24,000- £26,000 FTE depending on experience
- 20 hours per week ( FTE=37 hours)
- 28 days holiday p.a. pro-rata + bank & public holidays
- 3% employer pension contribution.

We are looking for an Advice Session Supervisor to join our advice support team working with the Advice Service Manager. We have been operating remotely for the past year and are now planning how we adapt our advice framework to resume some in person services. This role will be delivered remotely from home as well as by attendance at offices or outreach points within our service area. Your main duties will be

- Service delivery
  - provide support and supervision to advice facing staff and volunteers
  - ensure developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
  - manage the practicalities of the advice session to ensure adequate staffing and resources for all channels including advice line/single queue.
- Supervising staff and volunteers
  - conduct annual reviews of volunteers in conjunction with staff
  - participate in the recruitment and induction of volunteers as required
  - assist with the training and mentoring of new volunteers
- Training & Learning
  - Identify the training needs of staff and volunteers and contribute towards the organisation's training and development plan

You will have at least 2 years' experience of delivering generalist advice and a good understanding of the quality and compliance requirements of providing advice including GDPR, as well as a practical understanding of the issues involved in working with vulnerable people face to face or remotely

If you want to chat about the role further, you can contact May Macpherson by emailing [maym@cab-oxford.org.uk](mailto:maym@cab-oxford.org.uk)

For the full details about the role, person specification and an application form please contact [admin@cab-oxford.org.uk](mailto:admin@cab-oxford.org.uk). **Applications close 5pm 22nd July 2021**

*Citizens Advice recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds*