

NORTH TYNESIDE CITIZENS ADVICE

Job Description:	Generalist Advice Supervisor
Responsible to:	The Deputy Chief Executive
Salary:	£27,551.11 per annum
Hours:	37 hours
Purpose of the post:	to provide Supervision, training and support to the Generalist Advice team and to assist the Generalist Advice Manager as required.

Key Areas of Responsibility

Planning and Development

To assist the Deputy Chief Executive and the Generalist Advice Manager In their duties to:

1. Assess options for co-ordinating the activities, procedures and systems so as to promote common policies and practices.
2. Ensure that the service is adequately accommodated and equipped in consideration of the needs of enquirers and staff and the effective operation of the service.

Service Delivery

1. Supervise the day-to-day delivery of advice sessions as required (including digital advice).
2. Provide technical support and act as a consultant to the advisers.
3. Monitor the quality of advice given to clients during advice sessions.
4. Monitor quality of work from case records and contribute to Citizens Advice Quality Assessments.
5. Undertake advice work as and when required
6. Ensure all relevant policies and procedures are followed during the advice session.
7. To deputise for the Generalist Advice Manager as required in his/her absence.
8. To support volunteers/supervise advisers on the general sessions. Including observations and other support for trainee volunteers.
9. Carry out inductions of new trainee volunteers

Staff Supervision

1. Attend regular meetings of paid and unpaid staff.
2. Supervise staff through the provision of regular support.
3. Ensure that the service area is adequately staffed.
4. Encourage good teamwork and lines of communication between all members of staff.
5. Participate in the recruitment of staff by contributing to briefing sessions.
6. Supervise Digital Advice Services, e.g. telephones, webchat & email.

Social Policy and Monitoring

1. Assist with social policy work by providing information about clients' circumstances through the appropriate channels.

Administration

1. Maintain and monitor effective and efficient administrative systems.
2. Maintain complaints procedures in accordance with Citizens Advice guidelines as required.

Training and development

1. Identify, with the management team, training and development needs. Particularly as they relate to volunteer staff.
2. Organise training activities in conjunction, with the line manager and/or Course Tutor as required.
3. Carry out monitoring and coaching of all Generalist paid staff and volunteers.

Planning and development

1. Advise the line manager on staffing and service delivery issues.
2. Co-ordinate activities, procedures and systems so as to promote common policies and practices.

Other duties and responsibilities

1. Carry out any other tasks, which may be within the scope of the post to ensure the effective delivery and development of the service.
2. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
3. Any other reasonable duty required ensuring the smooth running of the Bureau.

Assisting the Service Operations Manager in the following areas: -

1. Ensure delivery of agreed level of service and adequate staff cover.
2. Provide statistical information on the number of clients and nature of cases and provide reports to bureau management as required.
3. Monitor service provision to help ensure that it reaches the widest possible client group
4. Identify the training needs of staff through support and supervision and contribute towards the bureau's training and development plan.
5. To assist the Generalist Advice Manager with the recruitment, selection and training of volunteers.

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Person Specification Generalist Advice Supervisor

1. At least 6 months experience of paid advice work is desirable however training and the job experience can be provided for the suitable candidate.
2. Effective communication oral and writing skills and numerate to the level required by advice work.
3. Knowledge and experience of IT systems, software and processes particularly within the advice setting.
4. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
5. A flexible 'can do' disposition, able to adjust to an environment of constant change. Ability and willingness to work as part of a team.
6. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment.
7. Understanding of equalities and diversity best practice and legislation requirements in relation to service delivery, business development and recruitment of staff and volunteers.
8. Experience of providing support and supervision in an advice setting is desirable although training can be provided for the suitable candidate.
9. Proven ability to manage a staff team (paid or volunteer) to achieve service delivery in an effective and co-operative manner.
10. A driving licence and access to a car