



## North Tyneside Citizens Advice *Requires a*

### **Generalist Advice Supervisor/Trainee Generalist Advice Supervisor**

Salary: £27,551.11 per annum (plus Pension Contribution)

Hours: 37 per week

Location: North Tyneside

We are seeking to appoint a motivated and enthusiastic Generalist Advice Supervisor to our Generalist Advice Team. Our team provides free, impartial and independent advice to clients predominantly via telephone and digital channels on numerous enquiry areas such as Welfare Benefits, Housing, Employment, Immigration and Family Law.

You will preferably have at least 6 months experience in supervising and managing advice staff in a telephone and digital based environment although, training can be provided. You must be an excellent communicator, able to manage a busy office and prioritise your workload. You will provide supervision and technical support to both paid and volunteer staff ensuring that the advice given to clients is of the highest standard whilst maintaining targets.

Up-to-date, relevant advice experience is desirable but if you can demonstrate the appropriate qualities and abilities, we are willing to offer a trainee post and develop the right candidate

You will be good at providing feedback to others; possess excellent client care skills; be committed to continuous service improvement. You will be responsible for monitoring, evaluating and improving the quality of advice. Good IT skills and knowledge of electronic Case Management Systems are desirable.

This is an excellent opportunity to join one of the UK's leading charities. The role would appeal to those seeking satisfaction and reward from their job.

#### **Benefits**

- Salary of £27,551.11 per annum
- Workplace pension scheme
- Generous 24 days paid holiday per year increasing to 29 days based on length of service, plus bank holidays.
- Paid birthday off after 12 months service
- Gain skills through full training
- Work that makes a positive impact
- Positive working environment

#### **Day to Day**

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

- Carry out inductions of new trainee volunteers

### **Requirements**

- strong communication skills
- A flexible 'can do' disposition, able to adjust to an environment of constant change. Ability and willingness to work as part of a team.
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment customer service experience
- attention to detail
- good IT skills & telephone skills
- experience of working to deadlines in a fast-paced environment
- Proven ability to manage a staff team (paid or volunteer) to achieve service delivery in an effective and co-operative manner.

To apply download an application form from our website

<https://www.ntcab.org.uk/category/jobs/>

Send completed application to [chair@ntcab.org.uk](mailto:chair@ntcab.org.uk)

Please note we do not accept CV's.

When you apply, we collect your personal information through your application form, interview or references so we can process your application.

Please click <https://www.ntcab.org.uk/privacy-policy/> to read our full privacy policy and to better understand why we ask for certain information, how we use it and how we store it.

**Closing Date for Applications: 15<sup>th</sup> November 2024, 5pm.**

**Interview date: TBC**