

Job Opportunity:

Advice Service Supervisor (Adviceline)

citizens
advice

Derbyshire
Districts

Hours: 18.5 hours per week

Contract: Permanent

Salary: £31,279 per annum, pro rata

Location: Ilkeston

About the role:

The Advice Service Supervisor will be part of a **supervision team** overseeing the delivery of **high-quality telephone** based advice through our **Adviceline**. Reporting to the Advice Service Manager responsible for the service, the role involves **supervising staff and volunteer advisers**, managing the smooth running of advice sessions, maintaining **quality standards**, and providing operational and **technical support**. Working closely with colleagues across the service, the postholder will help ensure **Adviceline** is accessible, well-staffed and responsive to our client's needs.

A key focus of the role is supporting, motivating and developing staff and volunteers, creating a **positive and inclusive working environment** where people feel **confident, valued** and able to deliver the **best possible advice** to clients.

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

Who we are looking for:

The ideal candidate will have:

- Previous advice experience, including up to date knowledge of welfare benefits systems
- Experience in supervising, coaching, developing or mentoring staff and/or volunteers
- Ability to provide clear, supportive and constructive feedback
- Ability to stay focused, calm and decisive when working in a busy and noisy setting
- Strong digital skills, including confident use of case management systems
- Previous experience of working in a fast paced telephone service environment
- A commitment to the aims and principles of Citizens Advice

What we offer:

We're proud to offer a comprehensive benefits package that supports your wellbeing, work-life balance, and professional growth:

- **Generous annual leave:** 35 days per year (pro rata), including all bank holidays and Christmas
- **Buy/sell leave scheme:** Flexibility to buy or sell up to one week of leave each year (pro rata)
- **Employee Assistance Programme:** Includes wellbeing support, free counselling, and lifestyle perks
- **Contractual sick pay:** depend on length of service
- **Long service rewards:** Extra leave and gift cards after five years of service and beyond
- **Workplace pension:** Auto-enrolment into our pension scheme
- **Hybrid working:** the option to work from home sometimes, if it works for you and for us

To view and download the recruitment pack and to apply for the role visit:
www.citizensadvicederbyshiredistricts.org.uk/staff/

Closing date: TBC

Interviews: TBC

Job Description

Advice Service Supervisor

Team: Advice Service Supervisors

Reports to: Advice Service Manager

Responsible for: Designated Volunteers

Purpose of the Role.

To lead and supervise teams of advisers delivering face-to-face and telephone-based advice. The role includes managing the operational aspects of multiple advice sessions, ensuring adequate staffing, maintaining high-quality advice standards, and contributing to service development and stakeholder engagement.

Main Duties and Responsibilities

Operational Supervision

- Oversee and manage the practicalities of live advice sessions (in-person, telephone and Adviceline), ensuring smooth operation and acting as the lead contact in emergencies.
- Manage designated advice session rotas, cover, and allocation of advisers based on service demand.
- Work with the Training and Development Team and Advice Service Managers to ensure volunteers and staff are recruited, trained, coached and supported through the induction and training processes
- Provide supervision and technical support to advisers and assessors, ensuring they meet quality standards.
- Monitor client flow to ensure fair, equitable and efficient access to services.
- Offer support and guidance during sessions, empowering advisers to undertake independent research and problem-solving.
- Responsibility for timely responses to referrals, task lists, team's messages and email contacts
- Use IT for statistical recording, record keeping and document production
- Work with the Advice Service Manager to ensure all service/project KPIs are met, staff are motivated and to develop and maintain standards of service delivery
- Develop and maintain effective working relationships with volunteers and staff through the provision of regular support and good communications
- Ensure that the appropriate "next step" has been identified and that the necessary follow up work has been completed and/or an appointment made for the client
- Liaise with other supervisors to ensure smooth running of services, consistency of service delivery and adequate staffing at all times
- Provide cover as/when requested for other supervisors and/or advisers within the wider service, with agreement from your line manager
- Ensure all relevant policies and procedures are followed during the advice session
- Ensure the development of social policy and instigate systems and procedures for identifying social policy issues and taking appropriate action
- Attend and/or lead staff and volunteer meetings
- Attend and contribute to the QAA monthly meetings
- Undertake a minimum of 1 QAA audit review per month

- Ensure volunteers and staff are kept informed about organisation and or service wide developments or changes
- Undertake annual reviews with volunteers and ensure that training needs are identified, and appropriate plans are put in place in conjunction with the Training and Development Team
- Keep up to date with policies, procedures and legislation relevant to the organisation and areas specific to the posts responsibilities
- Any other reasonable tasks delegated to the supervisor by an Advice Service Manager

Quality and Compliance

- Maintain high standards in case recording and document production in line with Citizens Advice policies, procedures and QAA standards.
- Ensure advice is holistic and clients are referred or signposted where appropriate.
- Review live advice delivery and case records to monitor quality and provide constructive feedback to advisers and assessors.
- Ensure adherence to organisational procedures, quality frameworks, and confidentiality standards.
- Participate in quality of advice audit processes and implement improvements as required.

Other Duties and Responsibilities

Training and Development

- Keep up to date with your own training and development needs.
- Keep up to date with relevant legislation, guidance, policies, and procedures.

General Responsibilities

- Carry out other tasks that may be reasonably required to ensure the effective delivery and development of the service.
- Uphold the aims and principles of the Citizens Advice service, including its commitment to equity, diversity and inclusion.
- Support staff wellbeing and help to maintain a balanced and healthy working environment.
- Comply with all health and safety guidelines and take shared responsibility for personal and team safety.
- Identify and address personal learning needs in line with professional development goals.
- Work within all organisational policies and procedures.

Teamwork and Relationships

- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required.
- Attend away days, development days and events

Please note: This job description is not exhaustive or exclusive. It is intended as an outline of the key areas of activity and may be amended in line with the evolving needs of the organisation

Person Specification Advice Service Supervisor

Team: Advice Service Supervisors

Reports to: Advice Service Manager

Responsible for: Designated Volunteers

Essential

- Understanding of and commitment to the aims, principles, and values of the Citizens Advice service, including equity, diversity and inclusivity.
- Recent experience of quality advice work and/or relevant qualifications.
- A good knowledge and understanding of the benefits system, including Universal Credit and the ability to conduct accurate benefit checks and calculations.
- Ability to keep professional knowledge up to date and apply new learning.
- Understanding of the importance of support, supervision, and motivation for both paid staff and volunteers.
- Experience or understanding of interviewing clients and delivering client-focused services.
- Ability to remain calm under pressure and support others in managing urgent or emergency situations.
- Excellent communication skills, both verbal and written, with clients, colleagues, and external partners.
- Excellent IT skills and confidence in using multiple platforms.
- High level of numeracy and literacy.
- Ability to manage and prioritise workload—both your own and that of others—effectively under pressure.
- Constructive and sensitive approach to giving and receiving feedback, including the ability to challenge appropriately.
- Skilled in monitoring, maintaining, and using data recording systems, and producing reports.
- A commitment to empowering clients and delivering services with empathy, professionalism, and respect.
- Proven ability to use initiative while working collaboratively within a team.

Desirable

- Recent experience of working as a supervisor within the charity/advice sector
- Experience of working with and supporting volunteers.
- Sound knowledge of social issues and how they impact clients and service delivery.

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