Job Opportunity:
Money Advice Technical Supervisor

citizens advice Derbyshire Districts

Hours: Part-Time (29.6 hours per week)
Contract: Permanent
Salary: £32,343 - £34,122 per annum, pro rata
Location: Buxton, Chesterfield, Ilkeston or Matlock
(hybrid mix of home and office working, fully remote will be considered for the right candidate*)

About the role:

We're looking for an experienced Money Adviser or existing Technical Supervisor to join our new Consumer Energy Debt Advice (CEDA) project. As the Technical Supervisor you will be supporting the **quality and consistency** of the money advice delivered across our service. In this role, you will work closely with advisers to ensure clients receive accurate, effective and empathetic support, while helping maintain **high standards of compliance, quality** and **good practice.**

You'll play a key role in **adviser development**, carrying out **casework reviews** and interview observations, offering **constructive feedback**, and providing real-time guidance on **complex matters**. You'll also support our CEDA Project Lead with monitoring, reporting and continuous improvement across the service.

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 candidates will have:

- **Minimum 2 years'** experience as a trained money adviser, with strong technical knowledge
- A solid understanding of the **money advice** quality standards
- Ability to provide clear, supportive and **constructive feedback** to advisers
- **Strong analytical skills**, with the ability to identify risks, trends and training needs
- Confident in handling complex or sensitive client situations using **professional discretion**
- **Strong digital skills**, including confident use of case management systems
- 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**: depended 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, if it works for you and for us

Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check and provide proof of Right to Work. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence.

*Office attendance is required on induction days, for team training, and for meetings where necessary.

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

Closing date: When a suitable candidate is found
Interviews: TBC

Job Description
Money Advice Technical Supervisor

Team: Consumer Energy Debt Advice (CEDA)
Reports to: CEDA Project Lead
Responsible for: Supporting and quality-assuring the work of CEDA money advisers, including providing feedback, guidance, monitoring, and developmental support to ensure high-quality service delivery.

Purpose of the Role:
To support the CEDA Project Lead in ensuring the effective delivery, quality, and consistency of money advice within the Consumer Energy Debt Advice project. The postholder enhances adviser performance through observation, feedback, and real-time guidance, helping to ensure that clients receive accurate, empathetic, and tailored advice. The role contributes to maintaining compliance with organisational and project-specific standards, supports continuous improvement across the team, and helps ensure that learning, trends, and quality insights inform project development.

Main Duties and Responsibilities

Supporting money advisers in their roles to ensure that the advice provided to clients is accurate, effective and tailored to individuals' circumstances.

- Conduct money advice interview observations
- Undertake independent file reviews (IFRs) of money advice casework
- Identify advisers' soft-skill and technical training needs
- Provide constructive feedback and pastoral support to advisers
- Provide real-time support and guidance on complex issues, including signposting advisers to reliable information and resources
- Promote a client-centred culture that emphasises accessibility, accuracy, empathy, and high-quality service

Ensure project compliance and quality requirements are achieved.

- Work closely with the CEDA Project Lead to ensure advisers understand and meet quality and service delivery requirements
- Ensure adherence to organisational procedures, quality frameworks (including Casebook standards and MaPS standards), and confidentiality requirements
- Escalate risks promptly and appropriately to the CEDA Project Lead
- Keep up to date with project requirements and quality standards by attending relevant meetings with National Citizens Advice and/or partner local Citizens Advice services
- Support continuous improvement across the project by identifying trends, recurring issues, and training needs

Data, Reporting and Continuous Improvement

- Maintain accurate records of observations, IFRs, adviser support activities, and any identified risks
- Assist the Project Lead in the preparation of quality-related reports, summaries, or monitoring updates
- Contribute to funder reporting and project monitoring requirements
- Support the development or updating of internal guidance, templates, and processes to improve service quality

Digital and Systems Competence

- Ensure accurate and effective use of case management systems (e.g., Casebook) in line with quality standards
- Support advisers with system-related queries relating to quality, evidence recording, or process requirements

Other Duties and Responsibilities

Training and Development

- Keep up to date with personal training and professional development needs
- Maintain current knowledge of relevant legislation, guidance, policies, and procedures

General Responsibilities

- Carry out other tasks reasonably required to support effective service delivery and development
- Uphold the aims and principles of the Citizens Advice service, including its commitment to equity, diversity and inclusion
- Support staff wellbeing and contribute to 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, professional, and collaborative working relationships with all colleagues
- Participate in team meetings, training sessions, and service reviews as required
- Attend away days, development days and events to contribute to team cohesion and project development

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
Money Advice
Technical Supervisor

Essential Criteria
Experience
- Minimum of 2 years' experience as a fully trained money adviser, delivering comprehensive and accurate debt advice
- Experience of applying recognised money advice quality standards
- Experience of providing advice on a wide range of money and debt matters, including complex or multi-issue cases
- Experience of providing feedback, mentoring, coaching or peer review
- Experience of handling challenging, sensitive or urgent client situations and exercising professional decision making

Knowledge
- Strong, up-to-date knowledge of money and debt advice
- Understanding of quality assurance processes within money advice settings, such as file reviews, MaPS standards, and evidence requirements
- Knowledge of safeguarding, GDPR, confidentiality and professional boundaries
- Understanding of best practice in client-centred advice delivery, including empathy, accessibility, and accurate communication

Skills and Abilities
- Ability to assess advice quality objectively and consistently using quality standards
- Strong analytical skills with the ability to identify patterns, risks, and development needs in adviser practice
- Excellent interpersonal skills and an ability to build relationships
- Ability to guide and support advisers in real time, including on complex, technical or urgent issues
- High level of accuracy and attention to detail
- Strong organisational skills and ability to manage and prioritise multiple tasks
- Competence with digital tools and case management systems

Personal Qualities
- Commitment to maintaining high standards of advice quality and professional ethics
- Supportive, approachable and able to build positive working relationships
- Commitment to continuous learning and keeping knowledge up to date
- Ability to work autonomously and collaboratively
- Commitment to equity, diversity and inclusion in all aspects of practice

Desirable Criteria
- Accredited to the supervision level in accordance with the MaPS Quality Framework for individuals
- Experience contributing to service monitoring, quality reporting or evaluation

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