# **Role Profile**

An exciting opportunity has arisen for someone with great interpersonal skills and an advice background, to manage our advice services along with other key projects. This could be a perfect opportunity for an experienced Advice Session Supervisor to step into.

You will be responsible for the supervision, quality and performance of a team of staff and volunteers. This busy and varied role will rely on your ability to bring out the best in the team as well as to ensure the highest quality of advice across our many and varied projects.

# **About us**

# Citizens Advice Barnet is a local charity giving free and confidential advice to everyone who lives, works, or studies in Barnet. We are an independently registered charity, a member of the Citizens Advice network, and a London Legal Support Trust Centre of Excellence. We offer generalist advice on debt, work, benefits, immigration, housing and more and specialist casework on benefits, debt, work and immigration. Last year we helped 13,110 people with 41,802 problems, over 50% more people than the previous year.

# **Advice Services Manager**

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| **Line manager:** | Head of Advice Services |
| **Key role purpose:** | * The day-to-day management of our advice services * Ensuring we offer good quality advice to clients * To provide an integrated advice service across multiple channels * The development of our advice services to enable us to achieve our aims and objectives |
| **Normal place of work:** | Barnet, onsite |
| **Contract length:** | Permanent - Full Time |
| **Hours:** | 36 hours per week |
| **Salary:**  **Benefits:** | Up to £39,750 per annum   * Dedicated resources to focus on wellbeing including Employee Assistance Programme services and access to free counselling & Mental Health First Aiders * 25 days Holidays plus Bank Holidays and additional days over Christmas break * Employer pension contribution * Access to development opportunities to enhance your skills * A supportive and collaborative work environment that values creativity and personal growth |

# **Role**

To have responsibility for the day to day delivery of advice services, managing volunteers and staff, being accountable for project leads and reporting requirements. The postholder will develop relationships with the relevant stakeholders and will work with the Senior Leadership Team to ensure continuation funding where appropriate. They will ensure new initiatives are implemented smoothly and that volunteers, staff and supervisors are appropriately supported and developed.

# **Job Description**

* To develop and implement strategic delivery plans
* To ensure appropriate systems are maintained for recording, statistics, follow up and quality standards are maintained
* To support volunteers and staff to deliver advice work in various channels
* Work with the Senior Leadership Team and Management team to ensure the number of volunteers meets the demands of the service and that advice services are delivered efficiently and effectively.
* Work in collaboration with the Training & Development Manager, coordinate the volunteer rota and attendance, with an emphasis on increasing retention of volunteers, and responding to increasing demand as appropriate
* Ensuring that volunteers are located in the service, with sufficient management oversight, and receiving ongoing support from Supervisors & Advisors as they develop their skills in the role.
* Support with regular group sessions with team members which focus on learning opportunities, their experiences and sharing best practices. This may include peer review sessions, and further support the Supervisors and Advisors as appropriate.
* Demonstrating an understanding of CAB Health & Safety, and Safeguarding Policies
* As with all roles at CAB, to be carried out in a way commensurate with our organisational values - Committed, Together, Supportive, Respectful

In addition to the role and responsibilities outlined in this Job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post.

**Person specification**

* A working knowledge of advice services
* Preferably experience in managing and motivating staff and volunteers, to deliver creativity and passion for work we do
* The ability to work both independently and as part of a team to manage a busy workload
* Drive engagement with local external parties to drive brand awareness
* Clear, strategic and lateral thinker able to make clear and effective decisions
* Demonstrates compassionate leadership
* Effective in managing change
* Commitment to continuous professional development and learning

We believe a great workplace is one that represents the world we live in and how beautifully diverse it can be. That means we have no judgement when it comes to any one of the things that make you who you are - your gender, race, sexuality and religion. Please let us know if you require any adjustments to support your application.

Please apply by submitting an application on our website ensuring that you refer to the person specification. If you do not meet all of the skills detailed but you feel like this is a job you’d really like to do we would love to hear from you.

Also if there are any particular aspects of the role you wish to discuss before applying, please email on [recruitment@barnetcab.org.uk](mailto:recruitment@barnetcab.org.uk) and include any particular questions as well as a contact telephone number.

Closing date of applications – **18 July 2024, 12pm**

Interviews: We interview on a rolling basis and reserve the right to close the applications earlier if suitable candidates are found. Early applications are encouraged.