



CITIZENS ADVICE BARNSLEY

GENERAL ADVISER / OUTREACH ADVISER / GENERAL ADVICE SESSION SUPERVISOR

Hours: 37 hours per week

Salary: Actual for 37 hours per week £26,470

Contract status: Fixed term to 31st October 2021 (initially)

Holiday entitlement: 28 days annual leave and 10 public holidays (pro-rata)

Pension: Matching 5% employer's contribution

OVERALL AIMS OF THE POST:

- a) To supervise the provision of a high quality advice and information service to meet Citizens Advice quality standards. The post will include responsibility for the supervision of our Adviceline telephone gateway service, Digital Service including video advice and Face to Face advice
- b) To promote the take-up of Research and Campaigns issues in accordance with the aims, policies and principles of the CAB service.
- c) To deliver general advice sessions both in bureau and in community venues, via all delivery channels, including face to face, telephone and digital.

You should have demonstrable competencies in advice and supervision. You will need to be fully IT competent.

For an application pack and guidance notes please see
www.barnsleycab.org.uk

Closing date: 12 noon 17th September 2020

Video Interviews will be held on: 28th September 2020