



CITIZENS ADVICE BARNSLEY

GENERAL ADVICE SESSION SUPERVISOR

Responsible to the Operational Manager

Hours: 22.5 hours per week

Salary: £28,688 pro rata

Contract status: Initial fixed term contract for 1 year (possible extension)

Holiday entitlement: 32 days annual leave and public holidays (pro-rata)

Pension: Matching 5% employer's contribution

Staff benefits package

- Employee Assistance Service
- On Demand GP
- Discounts on hundreds of retailers
- Deals for family activities and holidays

Location: Based in Wellington House Barnsley. Hybrid working available after the initial qualifying probation period.

- This role involves working with the Quality and Operational Manager, Project Manager and Training Officer to ensure the smooth running of the day-to-day service and to mentor and support paid staff and volunteers to maintain national Citizens Advice standards.

This will include:

- Supervising advice and gateway/triage sessions and caseworkers.
- Review/monitor the quality of case records / telephone calls/email advice of designated staff to meet quality standards and service level agreements.
- Assist the Operational Manager to undertake Quality of Advice Assessments (QAA)
- Supporting the delivery of the training and development plan along with the rest of the team.

- Ensuring referrals and bookings for projects are being properly monitored and clients are supported in a timely manner.
- Undertaking supervision leadership tasks.
- Providing statistical reports on outputs and outcomes as required by management.
- Making recommendations for staff training and development and participate in recruitment and selection activities as delegated.
- You should have 2 years current experience of advice and casework at generalist or specialist level, or 1 years experience of supervising a generalist advice session (either Citizens Advice or within a legal setting) and the ability to meet the Citizens Advice competence requirements.

For a digital application pack, job description and person specification please see www.barnsleycab.org.uk

Closing date: Friday 29th March 2024

Interviews: Thursday 18th April 2024