

Work with us

Role: General Advice Team Leader



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Salary:	up to £24,500 (dependent on experience)
Hours:	37 hours per week
Contract:	Permanent
Location	Based in Stafford, currently a blend of home and office working

The Role

You will provide comprehensive support to supervisory and service delivery staff delivering advice to clients in a busy advice service working across three districts. You will ensure service targets and quality standards are met.

Applicants need to be:

- Computer-literate, although training on our case recording systems will be given.
- Able to show good communications skills, both written and verbal. These are essential in the role, as are excellent customer service skills with a non-judgemental approach.
- Be confident and adaptable with a commitment to working in a busy multi skilled team.
- Experienced in providing remote advice and supervising staff from home.
- Confident in working to performance targets.
- Have the ability to plan and organise your work and that of others

What's in it for you?

Working for a well respected charity that makes a real difference to people's lives. The role provides a unique insight into the issues facing our local communities and being a part of improving local people's lives is very rewarding.

We truly value our colleagues - and we show that in what we offer. These range from hybrid working arrangements and generous leave entitlement including bank holidays, free parking and the opportunity to enrol in a workplace pension scheme with NEST. We also offer great learning and development opportunities.

What are we looking for?

We want to work with people who are passionate about giving an effective service to those most in need.

You will be a highly motivated strong team player with excellent interpersonal skills. People are our biggest asset, so we build our jobs around you.

How to apply

For further details and to download a job pack, please see

www.citizensadvicessw.org.uk/work-with-us/

Send your CV to recruitment@citizensadvicessw.org.uk

Closing date: 12 noon 6 July 2022 Interviews will be by video link

If you like working in a dynamic, diverse and friendly environment to support the local community, we would love to hear from you.