



**Staffordshire
South West**

General Advice Team Leader

Job Pack



Job pack

Thanks for your interest in working at Citizens Advice Staffordshire South West. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

A message from our Chief Executive:

The work we do here at Citizens Advice Staffordshire South West can make a huge difference to clients seeking help and advice.

If you are passionate about supporting individuals and families in need and interested in joining a dedicated, professional team we would love to hear from you.



Sue Nicholls

Chief Executive Officer

Want to chat about this role?

If you want to chat about the role further, you can contact Lisa Hitchcock by emailing lisa.hitchcock@citizensadvicecssw.org.uk or calling 07736924923

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

What it's like to work here

As a charity, our community-based service has always strived to help anyone who needs it. We are well known, well established and a well-respected organisation that has grown and diversified over 80 years.

Citizens Advice Staffordshire South West has 85 volunteers and staff who work with over 10,000 people to address more than 30,000 issues every year, providing free, independent, impartial and high quality advice. Our service gives people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We provide advice services across the districts of Stafford Borough, Cannock Chase and South Staffordshire. We work in a blended way with a mix of home and office working. We care about our employees' mental wellbeing and ensure everyone can achieve a healthy, happy work-life balance.

We are committed to developing our staff and we work with our staff to support them with their personal and career development. We have a commitment to a culture of learning and work together to problem solve and share learning experiences.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people's lives.

You will be joining a dedicated, vibrant and talented team of people who are deeply passionate about services which improve people's lives.



The role

Reporting to: Head of Services

Annual Gross Salary: up to £24,500 (dependent on experience)

Location: Based in Stafford and working across Stafford Borough, Cannock Chase and South Staffordshire districts. Currently a blend of office and home working.

Hours: 5 days a week for full time. Contracted hours are distributed across the week to enable some flexibility. Core hours 10am - 3pm

Holidays: 34 days per year including bank holidays.

Pension: Opportunity to be enrolled in the workplace pension scheme, subject to meeting auto-enrolment criteria.

Other benefits: Regular training opportunities, full support to carry out your role, opportunities for career progression.

The Role: You will work as part of a multi-skilled team to ensure the effective delivery of an advice service to clients face to face and through telephone and digital platforms on a range of issues.

You will supervise and support staff working as part of the General Advice Team to ensure delivery to agreed targets and quality standards of CASSW services. This role would suit an experienced supervisor. The role is a hands-on supervisory role at the heart of our advice services.



Person specification

Essential Skills and qualities

Proven understanding of equality and diversity and its application to the provision of advice and the supervision and development of staff.

Understand the issues involved in interviewing clients.

Proven ability to manage/supervise others, including ability to recruit, develop and motivate staff.

Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

Ability to monitor staff performance in line with QAA criteria and guidelines and feedback to staff as appropriate.

Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.

Ability to monitor and maintain own standards.

Ability and willingness to work as part of a team.

Desirable Criteria

Experience of working in the voluntary sector would be desirable.

Demonstrate understanding of social trends and their implications for clients and service provision.

Be willing to travel across all districts.

How to apply:

Closing Date: 12 noon 6th July

Interview date: to be advised

Apply here: send your CV with a covering letter to

recruitment@citizensadviceessw.org.uk

Or post to Jane Adams

The Hub

17 Eastgate Street

Stafford

ST16 2LZ

In accordance with Citizens Advice national policy, we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.