

Job Opportunities



Role: Contact Centre Supervisor x 2 - Tier One Advice Service

Salary: £25,326

Location: Central Manchester

Citizens Advice Manchester is a charity which provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We are a modern, innovative and progressive advice service that aims to provide the advice people need for the problems they face and to improve the policies and practises that affect people's lives.

In the last year alone Citizens Advice Manchester helped over 50,000 people from across the city to find a way forward with their problem. Our Advisers resolved over 124,000 enquiries and increased the income of local residents by £9 million (via debt write off, benefits gained and consumer compensation for local people). The Consumer Advice Helpline helped consumers save £124 million pounds and supported 11,338 vulnerable energy clients with referrals to the Extra Help Unit.

We are offering fantastic opportunities for Supervisors to join our Tier One Advice Service which provides help and support to clients when things have gone wrong. If you are an experienced Supervisor who can demonstrate a track record of leading a performance driven team this could be the ideal role for you. Successful candidates will have:

- Recent experience of supporting a team to give high quality advice/information
- An excellent ability to effectively lead and supervise a performance driven team
- Excellent communication skills
- A commitment to social justice and equality for all

We offer a supportive environment, where our people feel valued and enjoy plenty of opportunities for professional development. The above role attracts a rewarding remuneration package with excellent terms including:

- A flexible 35 hour working week
- City Centre location
- Pension scheme
- Cycle to Work Scheme
- Health Plan with integrated Employee Assistance Programme
- Generous holiday entitlement of 26 days per year (in addition to bank holidays)

Interested in applying?

To submit your CV and begin the application process go to our website:
www.citizensadvicemanchester.org.uk/work-with-us

Closing date for applications: 10am on Monday 24 January 2022
Interviews to be held: Friday 28 January 2022

**We value diversity, promote equality and challenge discrimination.
We encourage and welcome applications from people of all backgrounds.**