

# Supervisor

## Tier One Advice Service

### Job Pack

Thank you for your interest in working at the Citizens Advice service that supports residents across Manchester. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 4 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity

#### Want to chat about the role?

If you want to have a chat about the role further, you can contact:

**Stephen Hurst (email: [stephen.hurst@citizensadvicemanchester.org.uk](mailto:stephen.hurst@citizensadvicemanchester.org.uk))**

**To apply:**  
**Submit your CV via our website:**  
**[www.citizensadvicemanchester.org.uk](http://www.citizensadvicemanchester.org.uk)**

<b>Closing date:</b>	10am on Monday 24 January 2022
<b>Interview Date:</b>	Friday 28 January 2022



# Our Values



## ***We're adaptable***

We recognise that our clients' needs are changing and that we need to change with them. We like to try new things and learn when things don't work. We are confident enough to constructively question ideas and adapt to changes.

## ***We're respectful***

We foster relationships and respect our colleagues and clients and willingly share our knowledge and experiences to maximise the social impact of our work. We are honest in our views and value that everyone has something to offer.

## ***We're responsible***

We recognise that everyone is entitled to basic needs and rights and work towards supporting those seeking help to achieve them. We remember we are a charity and work within our charitable objectives by being responsible in the way we use our resources and pursue new opportunities.

## 4 things you should know about us

**We're local.** We have an Information Hub based in Manchester Town Hall as well as an extensive outreach service with sessions across the city. We also have a well developed service offered by telephone, email, webchat and facebook messenger. We offer direct support to over 29,000 clients per year with 101,000 issues. We helped achieve £4.2 million of financial gains for residents and prevented 984 people from becoming homeless last year.

**We're also national.** We support the wider Citizens Advice network of 300 independent charities by providing telephone and digital advice to hundreds of thousands of people across England & Wales each year, through our Consumer Service and Money Advice Service Contact Centres.

**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.

**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.

# How the Citizens Advice network works

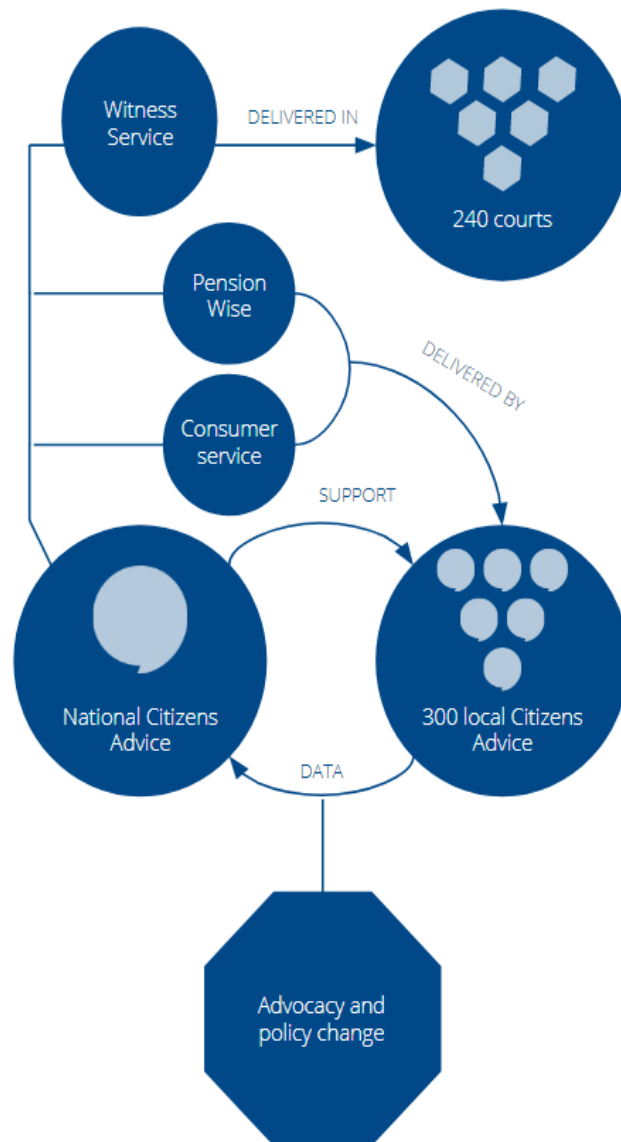
Citizens Advice Manchester is a member of the Citizens Advice service nationally which is made up of a network of around 300 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 800 national staff working in one of 6 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3000 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 6,500 local staff over 23,000 trained volunteers.

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



# The organisation and team

The role you're applying for is **Supervisor** and is part of our Tier One Advice Service. The role is managed by the **Operations Manager**.

Here are 4 ways you can find out more about us:

- Watch videos about the work we do: [Find a way forward](#), [Your best advice](#), and [Advice in a changing world](#).
- Watch a video about our volunteers [Volunteers at CAM](#)
- Take a look at our [website](#)
- Take a look at the [national Citizens Advice](#) website and the [Campaigning site](#)

## The role

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.

You will be working as a Supervisor within our new Tier One Advice Service which includes the following services:

- Adviceline local and national backup
- Help to Claim
- Consumer Service - delivered in partnership with Citizens Advice Sheffield
- Electricity North West

You will be part of a team of Supervisors who all report to the Operations Manager. As a team of Supervisors you will be responsible for daily operational activities such as floor-walking, escalations, completing quality assessments, real time service level management and monitoring break adherence.

You will be responsible for leading and coaching a team of advisers to make sure that they consistently perform to all set KPIs. You will take the lead on 1-2-1 performance reviews with your team and complete return to work meetings following a leave of absence.

# Role Profile

<b>Role</b>	Supervisor
<b>Location</b>	central Manchester
<b>Salary</b>	£25,326
<b>Hours</b>	35 hours per week (Monday to Friday)
<b>Reporting to</b>	Operations Manager - Tier One Advice Service
<b>Contract term</b>	Permanent

Key accountabilities	Key elements & tasks
<b>Service Delivery and Performance</b>	Real time service level management - actively monitoring call queues/service level to ensure contract compliance.
	Floorwalking - generally being the first point of contact for support on the floor, ensuring advice is accurate and monitoring the Google chat for questions.
	Actioning partner feedback - making sure nothing is missed and responding to and liaising with Trading Standards/Liaising with LCA referral partners.
	Managing ad hoc emails and letters and monitoring Facebook messenger.
	Handling escalations and resolving complaints.
	Quality Assessments - completing an allocated share of reviews in accordance with the quality framework and making sure they are submitted within the timeframe.
<b>Staff Management</b>	Utilise Data Dashboards to monitor advisers daily/weekly/monthly performance, ensuring that individual and collective performance targets and service objectives are met.
	Work with the Line Manager to effectively supervise and address under performance by proactively developing and communicating action/improvement plans for advisers.
	Supervising and coordinating staff rotas to: <ul style="list-style-type: none"> <li>• Ensure the telephone lines, work queues and digital services are adequately staffed</li> <li>• Respond to the daily need to make changes e.g. swap/shift delivery channels</li> </ul>
	Support the management of the team through: <ul style="list-style-type: none"> <li>• Providing ongoing coaching and mentoring to ensure staff understand how their performance against objectives will be measured and achievement monitored</li> <li>• Conducting regular performance reviews, feedback and support meetings</li> <li>• Oversee performance improvement plans and other actions where required including coaching</li> <li>• Proactively managing staff annual leave and requests to take flexi or unpaid leave</li> <li>• Proactively managing all unauthorised or sickness absence in accordance with our Absence Management Policy</li> </ul>
	Be self-administering and compliant with CAM practises, policies and procedures as detailed in the office manual.
	Encourage good teamwork and professional lines of communication between all members of staff creating a professional and positive working environment in which equality and diversity are well managed and staff can achieve their full potential.

<b>Personal Development &amp; Training</b>	Attend regular performance management meetings as required.
	Self-identify own development needs and attend training opportunities and continue to meet supervisor standards
	To attend staff meetings and internal/external forums and meetings as required.
<b>Research &amp; Campaign Work</b>	<p>Ensure that all staff and volunteers within the domain take an active role in the Research and Campaigning process by:</p> <ul style="list-style-type: none"> <li>• Forwarding all examples of R&amp;C as appropriate</li> <li>• Regular communication of current research and campaign priorities, initiatives and plans to advice team</li> <li>• Monitoring staff and volunteer performance/contributions to local and national campaigns</li> </ul>
<b>General</b>	Uphold the aims and principles of Citizens Advice and its equality & diversity policies.
	Abide by health & safety guidelines & share responsibility for your own safety and that of colleagues.
	To work in a positive and supportive manner and contribute to the creation of a good team environment.
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.</p> <p>Citizens Advice Manchester is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

## Person specification

<b>Essential</b>
Recent experience of supporting a team to give accurate, consistent and high quality advice/info
Recent experience of undertaking quality assessments and quality checking paid staff
Recent experience in providing technical support and training to staff/volunteers
Recent experience of supervising a team - allocation and coordination of work
An ability to manage own workload, whilst supervising a team effectively to deliver each element of the service
An understanding of and excellent ability to effectively lead and supervise a performance driven team
Excellent communication skills at all levels
Excellent IT skills

<b>Other requirements for the role</b>
Ability to contribute to an adaptable, respectful and responsible organisational culture in line with our values.
Ability and willingness to work as part of a team and a commitment to collective team responsibility.
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout.
Awareness that Citizens Advice clients are at the heart of everything we do.

# The application process

## Stage 1:

You are required to submit a copy of your CV, which will be screened against the role description and person specification to assess whether your skills and experience are a good fit for the role.

When you submit your CV you will also be asked to respond to three essential points from the person specification. It's important that you tailor your response to these points to clearly demonstrate how you meet the requirement. When responding you should choose examples of past experience to demonstrate how you fit the requirement, be precise about what you did, how you did it and the outcome or result of your actions. Remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities can also be given.

### **SUBMIT YOUR CV VIA OUR WEBSITE:**

[www.citizensadvicemanchester.org.uk/work-with-us](http://www.citizensadvicemanchester.org.uk/work-with-us)

## Stage 2:

If successful, you will be invited to participate in a short telephone interview (lasting for around 10-15 minutes) during the call you'll be asked to talk about your previous experience and the skills that you have, you will also have an opportunity to ask any questions you may have about the role or our service. Interviews are usually arranged within 24-48 hours of your application being submitted. If the time suggested is not convenient, please let us know and we'll offer an alternative.

## Stage 3:

If successful at the telephone interview, you will be invited to participate in a short face to face interview (lasting for around 25-30 minutes) and asked to complete a competency based test. During your interview a panel involved in running our service will ask you questions based on the person specification.

**Interviews are scheduled to take place on Friday 28 January 2022.**

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

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# What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. You can view a copy of our [CAM People Commitment](#) here. The role attracts an attractive remuneration package with excellent terms including:

- A 35 hour working week
- Pension scheme
- City centre location
- Cycle to work scheme
- Health plan with 24/7 telephone support service
- Generous holiday entitlement starting at 26 days per year (in addition to bank holidays) and rising with long service to a maximum of 34

## Equality & Diversity at CAM

Citizens Advice Manchester recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice Manchester will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

## Dignity at Work

Citizens Advice Manchester is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

## Probationary Policy

New appointments are subject to a three month probationary period. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at our discretion, an extension of the probationary period by a further three months.

## Flexibility

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

## Our People

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits:

- A commitment to your development. We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Once out of probation everyone working at Citizens Advice Manchester has access to professional and completely confidential counselling and advisory services.

# Equality and Fairness in Recruitment

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

**We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.