

Job Title: Citizens Advice Trainer & Advice Session Supervisor

Location: Citizens Advice York

Salary: £30,202.95

Contract: Part-time, 15 hours per week

Reporting to: Senior Operations Manager

Job Purpose:

The Citizens Advice Trainer and Advice Session Supervisor plays a crucial role in ensuring the delivery of high-quality advice services. This position is responsible for training and developing volunteers and staff, supervising advice sessions, and maintaining service standards to meet the needs of clients effectively.

Key Responsibilities:**Training and Development:**

- Design and deliver training programs for new and existing volunteers and staff, ensuring they develop the skills and knowledge required to provide effective advice.
- Keep training materials up to date in line with Citizens Advice policies, procedures, and best practices.
- Provide ongoing coaching, mentoring, and support to volunteers and staff.
- Evaluate training effectiveness and make improvements where necessary.
- Organise refresher training sessions to ensure continuous professional development.

Advice Session Supervision:

- Oversee advice sessions (face-to-face, telephone, and digital), ensuring high-quality and consistent service delivery.
- Provide real-time support and guidance to volunteers and staff during advice sessions.
- Monitor case records, checking for accuracy, completeness, and adherence to quality standards.
- Offer feedback and guidance to advisers to improve the quality of their advice.
- Ensure that confidentiality, safeguarding, and data protection policies are strictly adhered to.

Service Quality & Compliance:

- Ensure advice services meet Citizens Advice quality standards and regulatory requirements.
- Support the implementation of new initiatives, policies, and procedures.
- Assist with quality audits and take action on recommendations for service improvement.
- Maintain accurate records and reports for monitoring and evaluation purposes.

Stakeholder Engagement & Communication:

- Work collaboratively with other team members, local Citizens Advice offices, and external stakeholders to enhance service delivery.
- Contribute to team meetings, policy discussions, and service development initiatives.
- Represent Citizens Advice in relevant forums and events where appropriate.

Person Specification:

Essential Skills & Experience:

- Experience delivering training to individuals or groups, preferably in an advice or support setting.
- Strong knowledge of advice services, including welfare benefits, debt, housing, and employment issues.
- Experience supervising or mentoring volunteers or staff in a similar environment.
- Ability to assess and monitor the quality of advice given.
- Excellent communication and interpersonal skills, with the ability to motivate and support a team.
- Strong organisational and time-management skills.
- Proficiency in IT, including case management systems and Microsoft Office applications.

Desirable Skills & Experience:

- Experience working within the Citizens Advice network or a similar advice service.
- A formal training or teaching qualification.
- Knowledge of safeguarding principles and best practices in a client-focused environment.

Benefits:

- Flexible working
- 28 days holiday per year
- Opportunities for career development within the Citizens Advice network.

How to Apply: To apply, please submit your CV and a covering letter outlining how you meet the person specification to admin.team@cayork.org

For further information, please contact admin.team@cayork.org.