

Advice Co-Ordinator Job Description and Person Specification

Job Title:	Advice Co-Ordinator
Reporting to:	Client Services Manager
Salary:	CACD Grade 5a £23,160
Location:	Peterlee
Role purpose:	<p>To provide Advice Session Supervision cover to volunteer staff at a busy advice service.</p> <p>Post holders are expected to supervise volunteers, monitor the quality of advice, ensure sufficient staffing levels for the sessions and prepare volunteer staffing rota.</p>
	Key elements/Tasks
	<ul style="list-style-type: none"> • Manage the practicalities of the advice session and ensure adequate staffing and resources.
	<ul style="list-style-type: none"> • Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
	<ul style="list-style-type: none"> • Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements.
	<ul style="list-style-type: none"> • Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
	<ul style="list-style-type: none"> • Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
	<ul style="list-style-type: none"> • Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication. Attend regular internal and external meetings.
	<ul style="list-style-type: none"> • Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff perform optimally.
	<ul style="list-style-type: none"> • Participate in the recruitment & selection process as well as induction of new staff

Person Specification

Essential

- Recent and ongoing experience of delivering advice in a Citizens Advice or similar

Finance and Resources Business Partner Job Description and Person Specification

setting.

- Ability to communicate effectively verbally and in writing, conduct research and analyse & interpret complex information to produce and present reports clearly.
- Demonstrable understanding of the issues involved in interviewing clients, an up-to-date understanding of equality and diversity – it's application to providing advice and the supervision and development of staff.
- Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service.
- Proven ability to manage / supervise others including ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
- Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
- Proven ability to supervise and monitor advice work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.

In accordance with Citizens Advice national policy we will may 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.