

Advice Session Supervisor

About the role:

We have an exciting opportunity for an Advice Session Supervisor in our Crowborough, Hailsham and Uckfield offices. You will provide supervision and support to our volunteer team, review the quality of work of advisers to ensure and effect and efficient advice service to clients.

We offer advice on debt, energy, benefits, housing, immigration, and employment etc. to clients through a variety of channels, including telephone, face to face, text and email for free.

Role context:

We can all face problems that seem complicated or intimidating. At Wealden Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

Every year thousands of people come to us for help solving their problems. This means we're an important part of the community, with a credible understanding of local needs. We use this to tailor our services and help improve local policies and practices for the benefit of all of us.

When we say we're for everyone, we mean it. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

About you:

Ideally you will be an experienced Adviser with in-depth knowledge in debt, welfare & benefits, housing and employment. You will care about people and be able to adapt to get the best from them as individuals.

You will be able to prioritise your own work and the work of others, meet deadline and manage workload in a busy environment whilst achieving a consistent client journey and maintaining advice and quality standards. You will have excellent written and oral communication skills and the ability to delegate, motivate, encourage and support others and give encouraging feedback.

Working at Wealden Citizens Advice:

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

Please let us know if you need us to adapt our application process so there are no barriers for you to apply. We will also meet any reasonable adjustment requests.

Contract:

Permanent

Workbase:

Crowborough Citizens Advice, Croham Lodge, Croham Road, Crowborough, East Sussex, TN6 2RH

Hailsham Citizens Advice, Southview, Western Road, Hailsham, East Sussex, BN27 3DN

Uckfield Citizens Advice, Uckfield Library, Library Way, High Street, Uckfield, East Sussex, TN22 1AR

Salary scale:

Up to £25,926 per annum pro rata

Hours:

Part Time 7 – 28 hours / week. Working between Monday to Friday
Flexible working requests will be considered.

For application pack contact: da@wealdencitizensadvice.org.uk

Deadline for applications: 26th August 2022