

Training and Session Supervisor

About the role:

We are recruiting for an experienced Trainer and Session Supervisor with an advice background to join our team. This pivotal role will be responsible for the training and on-going support of our volunteers across our generalist advice service. You will need to contribute to, implement and deliver training plans, as well as being able to manage volunteers with an understanding of their role. You will also support and manage a team of assessors, in the managers absence, to deliver our advice service. This role has the potential to be hybrid working.

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.

We offer confidential advice over the phone, via email and in person, for free. When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial. No one else sees so many Wealden residents with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With this evidence, we can then influence and campaign – from individual companies right up to the government – and work with them to make things better for Wealden. 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.

Wealden Citizens Advice focus on supporting people who live, work and study in the Wealden area. We have offices located in Crowborough, Hailsham and outreach within Wealden. We offer advice on debt, energy, benefits, housing, immigration, and employment. Clients access our services through a variety of channels, including telephone, face to face text and email.

About you:

To undertake this key role, we are looking for a talented individual who is Citizens Advice qualified or equivalent, and has an ability to support and motivate our volunteers.

You will have strong attention to detail, be approachable and friendly and have the flexibility and resilience to deal with challenges that this role may present. You will most importantly have experience of supporting others, preferably volunteers and your presentation and organisational skills will equip you to develop and deliver training to improve staff and volunteer development. You will have proven ability to supervise and monitor advice work.

The successful candidate shall have the ability to inspire others about our service and thrive on helping us to build a team of dedicated and passionate volunteers.

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:	Wealden Office – Crowborough, Hailsham & Uckfield.
Salary scale:	Up to £25,926 per annum pro rata dependent on experience
Hours:	21 hours per week
For application pack contact:	da@wealdencitizensadvice.org.uk
Deadline for applications:	28 th May 2022