



Quality Assessor & Volunteer Supervisor

Job pack

Thanks for your interest in working at Citizens Advice Mid Mercia. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Mid Mercia
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact **Andy Hopkins** by email ahopkins@citizensadvicemidmercia.org.uk or calling **07889 087509**.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 260 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 260 local Citizens Advice members.

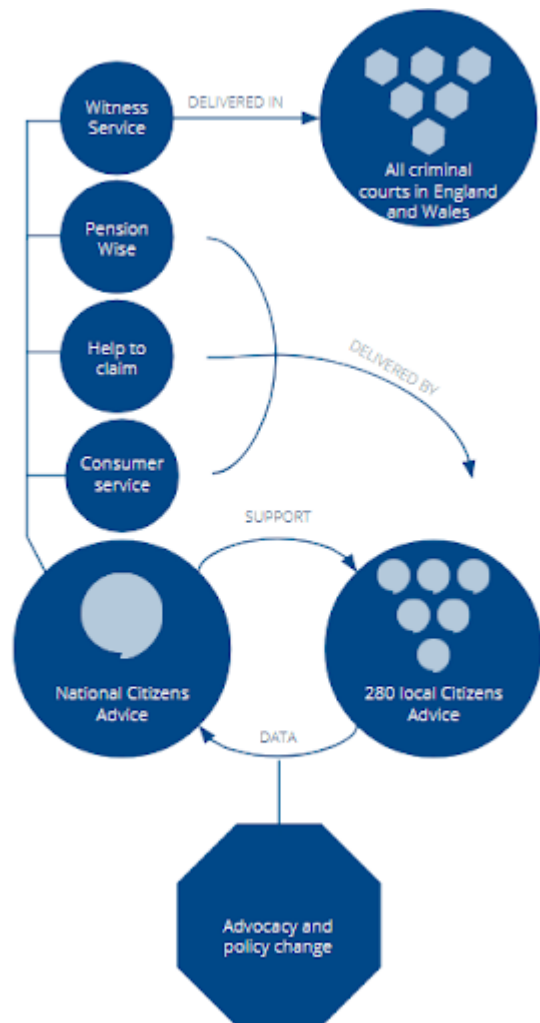
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do 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 role

We're looking for someone to be a Quality Assessor & Volunteer Supervisor within our Core Advice team.

Led by the Advice Project Lead, you will be responsible for monitoring and providing feedback on the quality of advice within our advice services, alongside the supervision and development of a team of volunteer advisers delivering a high quality, confidential, independent, and impartial advice service.

In addition, you will also be involved in the process of recruiting, inducting, and supporting new trainee volunteer advisers through their adviser training to reach competence.



Role profile

Working closely with the Advice Project Lead your main responsibilities will be:

Quality Assessor

- Support, supervise and case check the work of staff and volunteers to ensure that it meets our standards.
- Undertake quality assurance including case checking and giving constructive feedback to staff and volunteers with a view to maintaining their motivation, allowing them to develop their skills and achieve our quality objectives.
- Contribute to quality assurance meetings and processes, feeding back to team members and ensuring where needed that corrective action is taken.
- Share information and best practice with colleagues to improve the quality of advice.
- With the Advice Project Lead, seek to ensure that advice services achieve high quality ratings in Citizens Advice Quality of Advice Audits for example through providing advice, consultancy for others and case checking.
- Work collaboratively with all departments to ensure quality services are delivered for clients.
- Provide cover for other Advice Project Leads as required.
- Keep technical knowledge of national Citizens Advice systems and information up to date and provide technical support of these systems to advisers and caseworkers.

Volunteer Supervisor

- Manage the practicalities of volunteer advice sessions and ensure adequate staffing and resources.
- Carry out supervision of the volunteer team through regular feedback and practical support during advice sessions.
- Keep advice knowledge up to date within the team and provide appropriate levels of support and supervision to individual volunteers and paid staff depending on their level of competence.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team-work and clear lines of communication.
- Ensure there is appropriate support and training for volunteers through regular informal contact and more structured reviews.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and volunteers are motivated to do their best.
- Maintain databases and undertake any other administrative duties.

Learning, development and recruitment

- Identify learning and development needs of the volunteer team.
- Participate in the organisation of internal and external learning and development activities to ensure competence and continuing development of the volunteer team.
- Promote volunteering (internally and externally) through recruitment, publicity strategies and campaigns.
- Participate in the recruitment of new volunteer GA's including the interviewing of potential volunteers to ensure they are appropriately matched and trained for a position.
- Organise rotas and provide inductions and training, as well as debrief interviews for departing volunteers.
- Participate in profile-raising events to attract new volunteers.
- Keep up to date with legislation and policy related to volunteering and make any necessary modifications to accommodate changes.

Professional development

- Keep up to date with legislation, policies, and procedures to volunteering and make any necessary modifications to accommodate changes.

- Undertake any appropriate training relevant to the role including adviser training (if applicable) and annual GDPR training.
- Attend relevant internal and external meetings/events as agreed with the Advice Project Lead.
- Maintain and build communication with multiple agencies across different sectors to establish good working relationships to influence decisions about volunteering.
- Identify own training needs and agree with the line manager training and development activities to be undertaken.

Research and Campaigns

- Keep up to date with research and campaigns issues.
- Promote research and campaigns activity to the volunteer team.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.



Person specification

Desirable Criteria

- Experience of working within a Citizens Advice service
- Completion of Citizens Advice Adviser Training Programme
- Experience of working with the public in an advisory capacity
- Experience of recruiting, supporting, and managing volunteers.

Essential Criteria

- A 'can do' attitude and collaborative approach to working with staff and volunteers.
- Able to travel and work across all our sites (Derby City, Church Gresley and Tamworth).

- Ability to manage and supervise others including ability to develop and motivate volunteers as well as ability to give and receive feedback objectively and sensitively.
- Ability to communicate effectively verbally and in writing.
- Ability to conduct research and analyse and interpret complex information to produce and present reports clearly.
- An understanding of the issues involved in interviewing clients.
- An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of volunteers.
- Ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics.
- Ability to work on your own initiative and monitor and maintain your own standards of work.
- Ability to maintain confidentiality and an understanding of its importance to the role.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
- A commitment to work within the aims, principles, and policies of the Citizens Advice service.

In accordance with Citizens Advice national policy, we may require 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.



Terms and conditions

Location

Citizens Advice Mid Mercia – providing support from offices across Tamworth, South Derbyshire and Derby City.

Once any initial training period has been completed, we would be open to considering the possibility of occasional remote working, with the requirement of visiting the office/s as determined by project needs.

Pay Scale

Salary: £24,000 to £26,303 pa (depending on experience)

Employment Status

Fixed term contract until 31st December 2025

Reports to

Advice Project Lead.

Work Pattern

37.5 hours per week – Monday to Friday.

Start Date

As soon as possible.

Probation Period

9 months – with possible extension if performance review is required.



What we give our staff

28 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

Full training provided and ongoing professional development.



How to apply

Please visit our website for an application form and a candidate guide here:

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

We look forward to receiving your application. Please do contact us on **staff@citizensadvicemidmercia.org.uk** if you have any questions.



We are a Disability Confident Employer

Citizens Advice Mid Mercia are an accredited (Level 1) Disability Confident employer, and values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.