



Job Title: **Specialist Telephone Advice Supervisor (Housing & Debt)**

Salary: **£29,867 to £34,132 depending upon experience (actual salary for 40hour week)**

Hours of Work: **40hours p/w Monday to Friday**

Contract Duration: **until 31st August 2028**

Location: **Derby City (office based)**

Applications Closing Date: **Rolling recruitment until successful candidate found**

Start Date: **Must be available to start 4th August 2025**

Service Aim

The Specialist Telephone Advice Service is commissioned by the Legal Aid Agency to support those eligible for Legal Aid with remote telephone advice and assistance.

Citizens Advice Mid Mercia (Camm) are one of three agencies delivering this national service.

Camm have extensive experience in delivering Legal Aid contract work through face to face and remote contracts. The role of **Specialist Telephone Advice Supervisor (Housing & Debt)** provides the opportunity to join our successful, growing team.

The Role

- You will be responsible for supervising the delivery of the Legal Aid Telephone Advice Service, offering telephone advice to clients in relation to housing and debt matters
- This role is office based at Derby in a department which is a **target driven, performance-based project**
- Assisting with and supervising the development and delivery of the Telephone Advice Service (TAS) by supervising, assisting and acting on behalf of clients for housing and debt matters

Main Duties and Responsibilities

Specialist legal advice and casework

- To supervise a team of caseworkers and administration staff to ensure the delivery of the service operating within the core hours and in accordance with the KPI targets
- advise and act on behalf of clients for housing and debt matters from instruction through to completion
- To support with telephone advice where needed
- To identify potential legal aid cases
- To record advice and stats to a high standard
- To assist the face to face team where required including represent clients in the County Court including court duty for possession cases
- Build and maintain a caseload of housing matters, funded by both Legal Aid and privately where required
- To carries out duties delegated by the Legal Services Manager

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- Reporting accurate data to the Legal Services Manager

Client Relations

- To provide a high-quality legal service to all clients.
- To develop and maintain good client relationship skills, gaining clients 'confidence and that of other professionals.
- Receive requests for legal advice from current and potential clients and deciding on the most appropriate responses to make to these requests.
- Offering appropriate advice on the law, legal procedures and a wide range of associated issues.
- Research documents and case history to ensure accuracy of advice and procedures.
- Represent clients in courts where required.
- Supervise a team of caseworkers as required.

Professional Standards

- To work and behave in a professional manner and to the highest standards of the profession.
- Comply with procedures set out in the Office Manual, Practice Manual of the Legals Services Department, professional standards and any requirement set by the Solicitors Regulation Authority (SRA).
- Carry out duties faithfully and diligently and follow all reasonable instructions.
- Treat all information about the charity and its client and their business as wholly confidential.

Personal Development

- To have a clear understanding of what it would take to maintain your knowledge and what professional support you require.
- Support internal procedures and systems of Citizens Advice including file/case management, time recording.
- Participate in team meetings.
- Attend internal training and external training as and when required.
- Keep up to date with law and practice.
- Share information with colleagues.
- Read journals and attend courses as part of continuing professional development (CPD) and record your completed training.

Person Specification

| Specification | | Essential | Desirable |
|---------------|--|--------------------------|-----------|
| 1 | Proven record of managing a housing caseload and meeting performance targets | <input type="checkbox"/> | |
| 2 | Ability to supervise Caseworkers and other team members and to provide the necessary support to ensure team members develop their skills and meet their performance targets . | <input type="checkbox"/> | |
| 3 | Legal Aid supervisor standard is essential including having supervised for at least one year or completed the supervisor course (or be willing to complete the course) and carrying out at least 200 hours of casework in the relevant category for two out of three years | <input type="checkbox"/> | |
| 4 | Experience of representing clients at County Court in relation to housing matters including but not limited to possession cases, homelessness, disrepair, anti social behaviour, unlawful eviction | <input type="checkbox"/> | |
| 5 | Experience of working within a Legal Aid Contract framework | <input type="checkbox"/> | |
| 6 | Ability to organise and manage own casework | <input type="checkbox"/> | |

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| 7 | Ability to work under pressure and see clients at short notice, to deal with emergency situations | <input type="checkbox"/> | |
| 8 | Good communication skills, both oral and in writing | <input type="checkbox"/> | |
| 9 | Ability to deal with clients who may present with challenging or distressing personal circumstances | <input type="checkbox"/> | |
| 10 | Current driving license and access to own vehicle for working purposes | <input type="checkbox"/> | |
| 11 | Proven commitment to personal development to include keeping up to date with legislation and trends through reading, training and take-up of opportunities. | <input type="checkbox"/> | |

Probation Period: 9 months

Benefits: 28 days annual leave plus bank holidays pro rata, up to 5% pension contribution.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

Our CORE values

- ✓ **Communicate:** We will be consistent, positive, passionate, and listen.
- ✓ **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- ✓ **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- ✓ **Effective:** We will deliver quality, focus on detail and be professional.

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

To Apply

If you want to chat about the role further, you can contact:

- Elizabeth Holt (Head of Implementation & Operations) 07814 918993
- Alison Winfield (Legal Services Manager) 07976823930

Please visit our website to complete an application form:

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