



Job Description

Advice Services Manager

RESPONSIBLE TO:	Head of Advice Services
RESPONSIBLE FOR:	Supervision Line management/performance development of assigned advice workers
HOURS:	Full-Time, Part-time positions available.
TYPE OF CONTRACT:	Fixed term 1 year from appointment with the possibility of extension subject to performance
SALARY RANGE:	£35,500 per annum (Pro-rata for part-time)
LOCATION:	Across Citizens Advice Hammersmith & Fulham sites with the potential for some hybrid working following completion of successful probationary period.

About us

We are a thriving, innovative organisation that's part of the National Citizens Advice Network. We provide information, advice and casework to support around 16,000 clients a year.

We currently have around 50 volunteers and 43 paid staff that support our core service delivery funded by London Borough of Hammersmith and Fulham Council as well as several projects funded by a variety of sources.

About the role

The postholder will work within a team of Advice Services Managers to oversee and manage our advice services.

The Advice Services Manager role includes day to day supervision and line management of advisers (paid and volunteers) and project staff. Advice Services Managers have responsibility for the quality of advice including case checks, file reviews, QAA reviews/analysis and work alongside the Head of Advice to implement any action where issues with quality arise.

What we're looking for

Ideally you will have a background in Citizens Advice or equivalent advice agency and have a good in-depth knowledge of our main enquiry areas which include benefits, debt, housing, employment and consumer rights as well as a good understanding of using case management systems. You will ideally have knowledge and experience of working alongside advice quality standards.

You should have excellent people skills, ideally with experience of line management and the ability to supervise, develop and support others. You should be very well organised with excellent analytical and problem-solving skills and be solution focussed.

We are willing to provide training and support to the right candidate, however it is a fundamental requirement that you have excellent management skills and good advice knowledge.

Main duties and responsibilities

- Provide expert advice and support to all staff and volunteers as required.
- Provide line management of advice workers including volunteers and paid advisers.
- Provide overall operational management of CAHF quality of advice, taking responsibility for delivering quality of advice assessments to Citizens Advice national standards and ensuring compliance with other external and statutory quality standards including but not limited to GDPR and safeguarding.
- Investigate and respond to complaints. Providing complainants with decisions, reporting to the Head of Advice Services on complaints received and issues of direct relevance to the service delivery.

- Monitor patterns of our services including advice issue trends, GDPR and any other quality or regulatory issues.
- Drive performance, ensuring delivery against targets, KPIs and advice quality standards.
- Have the ability to inspire and manage advice staff to achieve CAHF goals, achieve excellence in their roles, embrace innovation and to demonstrate the positive impact of CAHF's advice delivery to the local community.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers can do their best and develop their potential.
- Manage the adviser rotas to ensure consistent service across the week.
- Ensure that CAHF fulfils its responsibilities with regards to research and campaigns (social policy), encouraging advisers to contribute to local and national research and campaigns activities.
- The post holder will be required to manage their own workload and time effectively and ensure the objectives of the role and services are delivered efficiently and on time to agreed targets.
- Represent the work of CAHF to other organisations and stakeholders.
- Work closely and constructively with members of the Senior Management Team,
- Work with the Senior Management Team and others to monitor our various projects and the implementation of new projects, services or programmes.
- Maintain confidentiality and professional boundaries at all times.
- To have due regard to health and safety issues in performing your role and to effectively report on health and safety issues when they arise.
- Carry out any other tasks that may be within the scope of this post to ensure the effective delivery and development of our service.

Quality Assurance

- Final arbiter in matters relating to advice related questions/ inquiries and providing staff with authoritative support.
- Responsible for undertaking Quality of Advice Assessments (QAA) for paid and volunteer staff. Work with the Head of Advice Services to

review and implement action plans as required to improve the quality of advice, and advice delivery across the service.

- Perform daily case checking for paid and volunteer advisers.
- Maintain continuing professional development by keeping up to date with new legislation and regulatory changes. Inform CAHF of any changes, outlining their implications for the service and its customers.

Line Management

- Ensure the effective performance management and development of supervisees through regular supervision sessions, the appraisal process and training and development plans.
- Participate and lead on advice staff inductions.
- Develop Supervisees to deliver their role in accordance with CAHF's behaviour framework.
- Plan and allocate work, monitor achievement of deadlines and KPI's. Support staff as appropriate.
- Participate in recruitment activities as required.
- Address underperformance, putting performance improvement plans in place when needed and monitoring progress.
- Encourage good teamwork and lines of communication between all members of staff and volunteers.
- Identify training needs of supervisees and organise activities which meet those needs.
- Attend regular meetings of all paid and unpaid staff.

Supervision

- Provide support to the frontline team, interviewing clients presenting with emergencies and covering absences.
- Support service delivery, covering for absent project workers, caseworkers and volunteer advisers to minimise the cancellation of scheduled appointments.
- Act as the highest point of authority in the absence of the SMT to deal with internal and external queries.
- Daily line management of volunteer and paid advisers, caseworkers and project workers to ensure all frontline line services are fully supported.

Development & Training

- Work alongside the Training & Development Manager, to contribute to an excellent training and development support network to the CAHF workforce.
- Mentor paid and volunteer advisors to ensure they achieve the required quality standards.
- Monitor, review and report on quality and volumes performance of trainees, advisers, caseworkers and assessors.

Reporting and Monitoring

- Understand relevant performance standards across the organisation
- Deliver on agreed objectives and targets
- Produce reports within timescales demonstrating performance against target.
- Provide analysis and take corrective actions to achieve targets set.

IT

- Accept and abide by the terms of the Organisation's Acceptable Use of IT policy and other associated Citizens Advice policies.
- Use IT systems software to analyse data and produce reports when required.
- Keep technical knowledge up-to-date and provide technical support to advisers and /or caseworkers.

Active Team Participation

- Build rapport with paid and volunteer colleagues.
- Engage with CAHF business objectives as outlined in the business plan and supporting strategies.
- Attend and participate in CAHF activities including service meetings, staff away days, AGMs and other staff activities.
- Work collaboratively with the SMT.
- Work in line with the core values of Citizens Advice and CAHF

Job description - does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of

their job. CAHF is a fast-moving organisation and therefore employee's duties may be varied from time to time.

This job description will be reviewed regularly as part of individual and organisational development, performance review and may be a subject to variation.

MAY 2024



Person specification

	ESSENTIAL CRITERIA
1.	Excellent advice knowledge with experience of providing advice to clients including in-depth benefits, housing or debt advice and casework.
2.	A commitment to the aims and principles of the Citizens Advice service
3.	Proven ability to work autonomously, prioritising day to day work with minimal supervision.
4.	Ability to give and receive feedback objectively and sensitively.
5.	Excellent organisational, problem-solving skills.
6	Ability to effectively support staff and volunteers, managing their performance and development.
7.	Supervisory experience supporting a team providing advice on a range of topics (<i>Housing, Welfare rights, Debt, Employment</i>).
8.	IT literate with a willingness to learn Citizens Advice case management systems.
9.	Awareness of the assessing and evaluation standards of advice/casework.
10.	Ability to impartially investigate complaints, and respond to safeguarding issues as they arise.
11.	Strong numerical skills – able to analyse and present data.
12.	Generalist Adviser certificate or equivalent.
	DESIRABLE CRITERIA
13	Knowledge of advice sector and industry trends.

Our Values

We expect all our employees to demonstrate and promote our values

- **Be Inclusive:**

- Maintain a client focus.
- Be respectful and professional.
- Contribute to a positive team spirit.
- Have an open mind.

- **Be Proactive:**

- Be dynamic in our approach.
- Embrace innovation and change.
- Speak Up
- Take responsibility.

- **Stay Connected:**

- Connect with peers, with our community and with our stakeholders.
- Keep up to date with changes and updates.
- Give and embrace feedback.
- Share information and improve collaboration.

- **Focus on Impact:**

- Learn from failure.
- Recognise effort and celebrate success.
- Develop ourselves and empower others.
- Evidence our results

Equality, diversity, and inclusion

Citizens Advice Hammersmith and Fulham recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes, and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Citizens Advice Hammersmith and Fulham will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, trans status, disability, nationality, national

or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles.

Breaches of the policy may lead to disciplinary action.

Dignity at Work

CAHF is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

Probationary Policy

All new appointments are subject to a probationary period. At the end of the probationary period the outcome may be confirmation of post; notice of dismissal; or at our discretion an extension of the probationary period.

MAY 2024