

# Training and Supervision Officer

**Location:** Atherstone, North Warwickshire

**Salary:** £22,021

**Salary pro rata:** Yes

**Hours per week:** 18.5

**Type of contract:** Permanent

**Closing date for applications:** 8<sup>th</sup> February 2019

**Interview date:** 14<sup>th</sup> February 2019

## **Context of role:**

North Warwickshire Citizens Advice (NWCAB) is currently recruiting a Training and Supervision Officer. NWCAB provides a free, independent, impartial and confidential advice and advocacy service to the citizens of North Warwickshire, a rural area covering an area of 110 square miles. NWCAB also recruit and train volunteers to carry out casework with clients. Our volunteers go through accredited, nationally recognised training. NWCAB research and campaign on issues affecting clients and the voluntary sector, and contribute towards the development of the third sector in North Warwickshire and the county as a whole.

## **Role purpose:**

The successful candidate will provide training and development for volunteers, help design and deliver group training sessions for staff and volunteers, and monitor trainee progress and development through a structured training programme.

## **Description of Role:**

### **Learning, development and training**

- Identify learning and development needs of designated staff and contribute to the bureau's learning and development plan.
- Develop inclusive learning and development activities to meet quality standards and the bureau's learning and development plan.
- Facilitate inclusive group and / or one-to-one learning and development activities.
- Organise internal and external learning and development activities to ensure the competence and continuing development of designated staff and volunteers.
- Contribute to the assessment of the competence of volunteers.
- Co-ordinate volunteer assessment activities and make final decisions on competence.

### **Supervising advice sessions and / or casework**

- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records / telephone calls of volunteers to meet quality standards and service level agreements.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

### **Staff management**

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Participate in the induction of new staff as delegated.

### **General**

- Undertake advice work as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality

and diversity strategy.

- Keep up to date with Research and Campaigns issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the bureau planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular office and external meetings relevant to the role (staff, team, management, trustee board, consortium etc).
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

### **Networking and partnerships**

- Develop links with relevant statutory and non-statutory agencies relevant to the role.
- Use influencing skills to promote the service and foster good relationships with external organisations.

## Person specification

- Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
- A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of volunteers and staff.
- Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Ability to communicate effectively verbally and in writing.
- Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
- Demonstrable understanding of the issues involved in interviewing clients.
- Proven ability to manage / supervise others, including ability to recruit, develop and motivate volunteers.
- Proven ability to monitor and maintain service delivery against agreed targets.
- Ability to monitor and analyse statistics and check accuracy of calculations.
- Proven ability to develop individuals or groups by providing support, guidance, tutoring and training.
- A relevant professional qualification e.g. QTS or Level 4 Certificate in Education and Training.
- Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
- Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
- Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment.
- Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.
- Ability to monitor and maintain recording systems and procedures.
- A commitment to continuous professional development.
- Desirable – holder of a full UK Driving Licence and use of a car.

## **How to apply**

For an application pack by email please contact: [recruitment@nwcab.org.uk](mailto:recruitment@nwcab.org.uk)

Alternatively please contact 01827 712 852 for an application pack by post.

North Warwickshire Citizens Advice is an equal opportunities employer. We encourage applications from all sections of the community.

Every local Citizens Advice is a registered charity. Different application procedures are adopted by individual local Citizens Advice. Contact the relevant one as outlined in the information about this role. You should not send an application form to national Citizens Advice.

All local Citizens Advice produce their own annual report, but you can find out more about the Citizens Advice network or download the latest national Citizens Advice annual report.