

**Training Supervisor**

(Trainee role considered for the right candidate)

Job pack

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

In this pack you’ll find:

* How Citizens Advice Swindon works
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**  If you want to chat about the role further, you can contact Lucy MacIntosh by emailing [recruitment@caswindon.org.uk](mailto:recruitment@caswindon.org.uk) to arrange a callback.  **Closing date for applications: Wednesday 23rd August 2023**  **Interview date: Friday 1st September 2023** |

As a member of the Citizens Advice service, Citizens Advice Swindon (CAS) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

**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**

**We’re local**

We have offices in Swindon and deliver outreach sessions for clients across the borough. Last year, we supported over 8,500 clients with more than 27,000 issues, including Welfare Benefits, Money Advice, Energy, Housing and Immigration.

**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.

**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.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

**What’s it like at Citizens Advice Swindon?**

We operate a multi-channel service offering advice over the phone, by email and face to face. Based in Sanford House in Swindon; a voluntary sector hub that includes Livewell Swindon, Swindon Mind, Swindon Carers Centre, Healthwatch Swindon, Swindon Advocacy Movement, Wiltshire Law Centre and more.

Our current staff team is made up of 28 paid staff and 50 volunteers.

We work in a blended way with a mix of home and office working depending on the requirements of the role. We care about our employees' mental wellbeing and want to ensure everyone can achieve a healthy, happy work-life balance. We are committed to developing our staff and we work with our staff to support them with their personal and career development.

We have a commitment to a culture of learning and working together to problem solve and share learning experiences.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people’s lives.

You will be joining a dedicated, and talented team of people who are deeply passionate helping individuals and communities, and delivering services which improve people’s lives.

**The role**



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| **Role** | Training Supervisor (Trainee considered) |
| **Salary** | £25,165 - £28,037 pro rata (depending on experience)  Trainee salary £23,500 pro rata |
| **Hours** | 21 hours per week |
| **Location** | Swindon |
| **Reporting to** | Training and Quality Manager |

At the heart of our service are our volunteers, and this role is fundamental to supporting them in their volunteering journey with Citizens Advice Swindon. It’s a varied and rewarding role in which you will deliver and support the Citizens Advice Learning programme to ensure our volunteers are fully trained to give good quality advice to our clients.

  **Role profile**

**Learning, Development & Training**

* Deliver group training sessions on all aspects of Citizens Advice Learning programme both in person and/or via video link
* Deliver refresher training and updates for staff and volunteers on new processes and procedures as required
* Deliver a full induction programme for new volunteers in their roles and support the induction of paid staff.
* Support Trainees through self-study modules
* Organise internal and external learning and development activities to ensure the competence and continuing development of our staff and volunteers.
* Contribute to and co-ordinate the competence assessment of volunteers and paid Generalist level staff
* Promote volunteer opportunities, using different channels to target identified groups.
* Deliver volunteer recruitment and selection activities that ensure a fit between the organisations needs and the volunteer’s expectations.
* Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service.
* Monitor the case records / telephone calls of volunteers to meet the stipulated quality standard

**Volunteer Support and Supervision**

* Ensure the effective performance management of volunteer trainees through regular review and supervision sessions and the appraisal process.
* Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.
* Ensure activities to recognise and reward volunteers are in place and delivered.
* Ensure volunteers are aware of the policies and procedures in place to manage how they operate within the organisation.
* Contribute to the creation of a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and people can do their best.

**Administration**

* Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role.
* Maintain effective admin systems and records, work cooperatively with colleagues, encourage good team work and clear lines of communication. Attend regular internal and external meetings.

  **Person specification**

**Essential Criteria (Not Trainee role)**

* Experience of successfully delivering training to paid staff or volunteers
* Proven ability to contribute to, implement and deliver effective training modules.
* Citizens Advice Generalist Advice Certificate or equivalent experience of Advice giving in the Social Welfare sector
* A good understanding of the Advice sector and the issues affecting our clients
* A good understanding of the Voluntary Sector and what motivates people to volunteer
* Ability to improve performance, support learning and maintain learners motivation.
* A willingness to challenge constructively.
* Ability to communicate effectively verbally and in writing.
* Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating an understanding of issues affecting society and the implications of this on the client and the service.
* Ability to give and receive feedback objectively and sensitively.

**Desirable**

* Training qualification
* A good knowledge of the Citizens Advice learning programme and Skillbook
* Previous experience of managing or motivating volunteers

**To apply as a Trainee you must be able to demonstrate the following in your application:**

**Essential Criteria**

* A good understanding of the Advice sector and the issues affecting our clients
* An awareness of the social issues which cause disadvantage and inequality
* Ability to manage and motivate others
* Ability to present complex information in an accessible way
* Excellent verbal and written communication skills
* Proven ability to give and receive feedback objectively and sensitively.
* A willingness to challenge constructively.
* Ability to monitor and maintain standards for advice provision and quality assurance
* A good understanding of the Voluntary Sector and what motivates people to volunteer
* Competent use of IT and digital skills, with the ability to work independently using a range of applications
* Ability and willingness to work as part of a team
* Commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating an understanding of issues affecting society and the implications of this on the client and the service.

**Desirable**

* Citizens Advice Generalist Advice Certificate

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.

* **What we give our staff**
* 25 days paid holiday per year plus Bank Holidays pro rata, and a

discretionary 3 additional days between Christmas and New Year

* 5% employers contribution to workplace pension scheme with 3% employees contribution
* A commitment to Continued Professional Development and payment of

membership fees to professional bodies where this will enhance your work

* Access to Citizens Advice national training programme
* Opportunity to work as part of a national network of Citizens Advice offices
* Employee Assistance Programme including 24hr helpline support and legal
* advice
* Mental Health and Wellbeing Support from Togetherall
* Perks and savings via our partnership with Lifeworks these include savings

on cinema tickets, giftcards and cashback on some purchases