

CITIZENS ADVICE DUDLEY & WOLVERHAMPTON

Job Title: Technical and Quality Supervisor

Employer: Citizens Advice Dudley & Wolverhampton

Line Manager: Advice Services Manager

Salary SCP: £25,140- £28,000

Main Job Purpose

- Responsible for the day to day provision of a high quality generalist and/or specialist advice and casework, at our local service as designated by the organisation
- Ensure the effective and efficient running of the information hub
- Ensuring the effective running of the assessment centre
- Ensure the effective delivery of face to face advice within the service
- Ensure the effective delivery of email assessment and email advice
- Ensure the effective delivery of webchat
- Ensure the effective delivery of group advice and guidance sessions

Main Tasks and Responsibilities

Advice Work and Case Work

- To deliver day to day support to all paid assessors and trained/trainee volunteer assessors
- To directly provide technical support to advisors and/or caseworkers and ensure resources are available so that advisors and/or caseworkers can provide a quality service
- To ensure that all advice work conforms to the requirements of the organisation and commissioned contracts
- To ensure that the services conforms to quality standards as per Citizens Advice Membership Scheme
- To carry out annual reviews (minimum) with all staff to assess quality of advice appointments (including the initial check process) and to reassess case checking protocol
- To undertake case checking / IFRs/QAA as part of the organisation's quality system
- To deliver advice/casework where necessary for the good of the client/service

Business Development and Strategy

- To be responsible for contributing to, where necessary and adhering to the organisation's business plan
- To help gather information and evidence to support the business development manager
- To help to assess/trial new business won, as deemed appropriate by the Operations Directors /CEO

Quality

- To ensure compliance of the 5 Performance Quality Framework (PQF) areas is adhered to by all staff: Client experience, Quality of Advice, People Management, Leadership, Financial health
- Support the Advice Services Managers to ensure outcomes for citizens are achieved as identified in our commissioned contracts
- Support members of SMT and/or Advice Services Managers, as required, to assess all systems relating to the delivery of our advice and guidance services and help implement ways to maximise efficiency and consistency across the organisation

Staff Technical Supervision/Support

- To undertake technical performance and quality reviews with volunteers/paid staff
- Attend meetings across the organisation where necessary
- Create a positive working environment in line with organisational expectations so staff can do their best
- Plan and allocate volunteer and paid assessor work and support staff as appropriate
- Encourage good teamwork and lines of communication between all volunteers and paid staff of which you have a technical supervisory and quality oversight
- Recruit and induct new paid or volunteer staff as appropriate across the organisation

Research and Campaigns

- To respond to R&C compliance and ensure all staff in the service adhere to this compliance through quality checks
- To assist with social policy work as required by the organisation

Training

- To organise and implement an induction and ensure appropriate training of new staff and/or volunteers and throughout the organisation's competency programme
- To deliver training to staff in areas surrounding technical and/or quality within and outside of the organisation as appropriate

Administration

- To support the Advice Services Managers to complete all reports required internally and externally
- To complete staffing rota's to ensure adequate staffing of advice sessions and maintain contract compliance
- To be responsible for maintaining information systems as deemed appropriate by the Advice Services Manager

Professional Development

- Keep up to date with changes in Advice, Guidance and Information at a local and national level and lead on ensuring the organisation responds to these changes and where necessary, be the technical leads in these areas
- Keep up to date with current/new legislation, case law, policies and procedures and attend appropriate meetings.
- Read relevant publications
- To be responsible for identifying own training needs and attend courses as agreed by the Advice Services Manager
- Attend relevant internal and external meetings as agreed by the Advice Services Manager
- Prepare for and attend supervisor meetings, supervision sessions and appraisals
- Identify and assist in initiatives to improve services

Other duties and responsibilities

- To attend meetings with external stakeholders as required by the advice services managers
- To deliver presentations and training internally and externally to the organisation as required
- To support the management team to implement action plans/remedial action to ensure all contracts are compliant and any issues are proactively addressed
- To ensure that the overall appearance and décor of our building based service provides a welcoming and safe environment for clients

- To ensure premises are well maintained and notify the Advice Services Manager of any serious concerns
- To comply with the Policies, procedures and guidelines of the organisation
- To abide by health and safety guidelines and share responsibility for own safety and that of colleagues and clients, and act with efficiency to resolve any issues
- Ensure that all work conforms to the organisations required quality standard
- Ensure good practice at all times as defined by the management team
- Work cooperatively with colleagues and encourage good teamwork
- Be flexible and prepared to travel around Dudley Borough and Wolverhampton City as necessary to undertake required duties as appropriate
- Promote the aims, principles, policies, interests and well being of the Service and to protect its integrity and reputation.
- Anything else as may be required from time to time by the Chief Executive consistent with the job role