



Advice Session Supervisor Role Definition

Purpose of role:

To maintain consistent, quality advice standards and help for clients by providing support, guidance and feedback to colleagues.

Main duties and responsibilities.

- Managing the practicalities of the advice session and ensuring adequate staffing and resources.
- Providing an appropriate level of support and supervision to individual workers.
- Identifying any remedial or developmental issues and take appropriate action.
- Ensuring work reflects and supports the Citizens Advice Service's equality and diversity strategy.
- Recognising root causes of problems and keeping up to date with research and campaign issues.
- Completing clear and accurate case records
- Attending meetings

Experience, personal skills and qualities an Advice Session Supervisor needs.

- Competence as an adviser and recent and on-going experience of advice work.
- Up to date knowledge of Citizens Advice aims, principles, policies and procedures and commitment to ensuring these are followed.

- Being open and approachable with clear oral and written communication skills.
- Ability to sift through information and extract what is relevant.
- Ability to keep calm in busy and pressured situations.
- Basic mathematical skills, including percentages.
- Being confident and assertive.
- Respect for views, values and cultures which are different to their own.
- Ability to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.
- A positive attitude towards self-development and assessment.