

BRENT CITIZENS ADVICE BRENT

JOB DESCRIPTION

JOB TITLE:	Advice Supervisor
SALARY:	£35,000 - £37,000.
HOURS:	37.5 hours per week Monday to Friday
LOCATION:	Office based with a minimum of 4 days in the office. The role will be based in our Head office on Willesden High Road but may require travel to various locations across the borough.
TYPE:	Permanent
REPORTING TO:	Adio Garbadeen, Head of Service
DBS:	This role will be subject to a basic Disclosure and Barring Service (DBS) check
CLOSING DATE:	Friday 9th May 2025 at 4.00 p.m.

ABOUT CITIZENS ADVICE BRENT

Established in 1939, Citizens Advice Brent has helped close to a million people. In the last year alone, we handled over 15,000 issues and generated over £2.5 million in income for Brent households.

We believe no one should have to navigate complicated problems without access to good quality, independent advice. Our role is to empower people with the knowledge and confidence to find their way forward, regardless of who they are or what challenges they face.

As an independent charity and member of Citizens Advice, one of the UK's largest voluntary organisations, we are committed to diversity, promoting equality, and challenging discrimination.

We provide free, confidential and impartial expert advice and wrap-around support primarily to local residents in social welfare law and practice areas such as:

- **Debt and budgeting advice**, including income maximisation/financial capability advice

- **Housing issues**, including eviction and homelessness
- **Employment concerns**, such as unfair dismissal and workplace harassment
- **Welfare Benefits, Tax Credits and Universal Credit**
- **Immigration issues** such as nationality and citizenship and EUSS applications

We also offer a **weekly legal advice clinic** focusing on housing and employment.

We are an FCA-accredited organisation. Our services are also accredited under the Advice Quality Standard (AQS) with Casework status, demonstrating our commitment to high-quality advice and casework.

JOB PURPOSE

- Assist the Head of Service in developing and delivering a high-quality advice and information service.
 - Train, support, and supervise staff and volunteers to enhance their skills and confidence.
 - Oversee the generalist advice service rota and appointment system.
 - Supervise and manage advice and information sessions.
 - Coordinate research and campaigning activities in line with Citizens Advice principles.
 - Undertake advice work and casework.
 - Deputise for the Head of Service to ensure smooth operations.
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MAIN DUTIES AND RESPONSIBILITIES

1) Quality of Advice

- Lead and manage advice sessions at Citizens Advice Brent and outreach venues.
- Plan and ensure availability of advice appointments.
- Supervise and support advice workers and trainees to maintain quality standards.
- Monitor and improve the quality of advice through case checking, QAA, and Independent File Reviews.
- Conduct one-to-one supervision and performance management meetings, providing constructive feedback and identifying training needs.

2) Advice and Casework

- Provide high-quality information, advice, and practical assistance across various issues.

- Act on behalf of clients, including negotiating, drafting letters, and representing cases to statutory bodies.
- Ensure income maximisation through benefit take-up and financial inclusion initiatives.
- Maintain accurate and orderly case records.

3) Training and Development

- Take a leading role in training, mentoring, and supervising paid and volunteer advisers.
- Support and supervise advice volunteers with their Learning Activities Records to gain relevant competency and certification.
- Deliver structured training sessions to develop staff and volunteers in advice-giving skills and legal knowledge.
- Identify learning needs and implement tailored training and professional development plans.
- Ensure all team members receive continuous learning opportunities through in-person training, e-learning, and workshops.
- Promote a learning culture within the organisation by facilitating peer learning and knowledge-sharing initiatives.

4) Research and Campaigning

- Identify policy issues affecting Brent residents and contribute to local and national campaigns.
- Ensure advisers collect evidence for research and campaigning purposes.
- Develop partnerships with statutory and non-statutory agencies to advocate for systemic change.

5) Service Development and Planning

- Contribute to strategic planning and the development of training programmes.
- Support the implementation of new services and innovation projects.
- Attend internal and external meetings to represent the organisation.

6) Project Management

- Assist in managing projects related to service delivery, fundraising, and outreach.
- Support communications and stakeholder engagement activities.

7) Administration

- Maintain accurate records, prepare reports, and ensure compliance with quality standards.
- Contribute to policy and procedural developments to enhance service efficiency.

PERSON SPECIFICATION

Essential Requirements

1. Minimum of **one year experience in training and supervising** staff and volunteers.
 2. Substantial recent experience in advice work, including complex cases in welfare rights, employment, housing, and debt.
 3. Strong understanding of quality assurance systems, including case checking and file reviews.
 4. Proven ability to deliver **effective training and professional development** to a team.
 5. Excellent communication skills, with the ability to motivate and develop staff and volunteers.
 6. Ability to plan, prioritise, and manage workloads in a fast-paced environment.
 7. Strong IT and numeracy skills, including experience using advice case management systems.
 8. Commitment to continuous professional development and a culture of learning.
 9. Understanding and commitment to Citizens Advice principles, equality, and diversity policies.
 10. Flexibility to work outside standard hours and at various locations in Greater London.
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What We Offer

- **Competitive salary** within the charity sector.
- **Ongoing professional development** through structured training and mentoring.
- **A supportive work environment**, encouraging innovation and professional growth.
- **Opportunities to shape the training and development strategy** for staff and volunteers.
- **A chance to work with a dedicated team**, making a meaningful impact on the Brent community.

The closing date for applications is **Friday 9th May 2025 at 4.00 p.m.** Interviews will take place w/c **19th May 2025**. Email: recruitment@cabrent.org.uk

Please note **we will not be accepting CVs**. We reserve the right to close the application earlier if suitable candidates are found so we encourage earlier applications. Due to the volume of applications, only shortlisted candidates will be contacted for an interview.

Application forms and role descriptions are attached for your reference.