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| **Senior Adviser**  **Job description & Personal Specification** |

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| **Reporting to:** Advice Services Manager (Generalist Service)/Advice Service Team Leader/Advice Session Supervisor (ASS) | | | |
| **Purpose of role:** To be responsible for the smooth running of the in-person advice session on the day through support and communication. To give help and guidance to our colleagues where able, and escalate issues and/or feedback to the service management team where appropriate. To be the responsible person on site during the advice session with regards to the health and safety of the team and clients, and any safeguarding referrals required. This is an office based role with no option for remote working.  **About Citizens Advice North Somerset**: We provide a range of advice services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.  We aim to improve the health and wellbeing of everyone living or working in North Somerset who needs our help and support, by providing accessible, effective and tailored information and advice that is free, independent, confidential and impartial.  We believe that our common humanity makes us equal in worth, dignity and rights. We value diversity, promote equality and challenge discrimination. | | | |
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| **Main duties and Responsibilities** | | | |
| **Supporting the Generalist Service** | | | |
| * Support the work of designated staff (paid and volunteer) providing them with an appropriate level of contact, communication and guidance depending on their level of competence. * Be the responsible person for the on-site advice session regarding health and safety and safeguarding. * Understand where it is appropriate to take autonomous decisions and where it is appropriate to refer to the ASS. * Assign work to the adviser on the day where appropriate. * Monitor small amounts of case records daily to maintain learning from others * Keep technical knowledge up to date and provide technical support to designated staff. * Undertake client advice work when necessary, as guided by the ASS. * Remediate client advice as requested by the ASS. * Identify areas for improvement in the service where appropriate and communicate to ASS. * Ensure all relevant policies and procedures are followed. | | | |
| Staff Support and Guidance | | | |
| * Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best. * Attend regular meetings with the management team. * Attend regular staff and team meetings. * Support staff through the provision of regular contact and communication. * Encourage good teamwork and lines of communication between all members of staff. | | | |
| **Other duties and responsibilities** | | | |
| * Keep up to date with Citizens Advice aims, principles 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 campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role. * Maintain effective administrative systems and records relevant to the role. * Attend regular internal and external meetings relevant to the role. * Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues. * Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service. | | | |
| **Training and development** | | | |
| * In conjunction with your line manager identify and implement own training and development needs within the constraints of the organisation’s budget. * Identify the training needs of staff through support and communication and feedback to ASS. | | | |
| **Research & Campaigns and monitoring** | | | |
| * Participate in generalist advice related campaigns where appropriate. | | | |
| **Person specification** | | | |
|  | | **Essential** | **Desirable** |
| 1. | At least two years’ recent experience of generalist advice delivery and the ability to meet Citizens Advice competence requirements for Generalist Adviser  OR  At least one years’ experience of generalist advice delivery and one years’ experience as a Lead Adviser, as well as the ability to meet Citizens Advice competence requirements for Generalist Adviser | **✓** |  |
| 2. | Ability to use IT systems, packages and electronic resources in the provision of advice, supervision and training and to monitor and maintain recording systems and procedures. | **✓** |  |
| 3. | Ability to give in-the-moment feedback objectively and sensitively, and a willingness to challenge constructively. Ability to receive feedback in the same manner. | **✓** |  |
| 4. | Ability to support and contribute to a team of paid and volunteer staff during the advice session, maintain standards and take appropriate decisions during the advice session. In addition, has the ability to help others prioritise their own work and meet deadlines | **✓** |  |
| 5. | A good, up to date understanding of equality and diversity and its application to the provision of advice | **✓** |  |
| 6. | Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme | **✓** |  |
| 7. | Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies. | **✓** |  |
| 8. | Proven ability of maintaining service delivery against agreed targets | **✓** |  |
| 9. | Ability to work with a variety of organisations and to earn and maintain the trust and respect of those people with whom the organisation deals |  | **✓** |
| 10. | Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing. |  | **✓** |

In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.