



# Training Supervisor

## Job Application Pack

Thank you for your interest in working at Citizens Advice Woking.

This job pack should give you everything you need to know to apply for this role and what it means to work for Citizens Advice. In this pack you will find –

- Our Purpose
- Three things you should know about us
- About Citizens Advice Woking
- The role profile and personal specification
- How to apply

Citizens Advice Woking is adding a new member to its team who will recruit and train volunteers and continue the development of existing volunteers and paid staff. We are looking for a trainer, adviser or caseworker to take on the role of delivering and developing a comprehensive training plan to the standards required by Citizens Advice and to ensure all staff and volunteers are trained to give information and advice to a diverse range of clients.

You will be a dynamic individual with excellent communication skills and have the expertise to deliver engaging and knowledgeable sessions in a variety of learning styles, for both individuals and groups. You will also coach and mentor existing paid staff and volunteers to reach their full potential.

If you want to have a chat about the role further, please contact our Operational Manager at [shelley.grainger@wokingcab](mailto:shelley.grainger@wokingcab) to arrange a call.

# Our purpose

We exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

We're driven by our ambition to make things better for people, individually and collectively. We're driven by the power of good advice, to help people solve their problems. And we're driven to change the underlying causes of problems, through our work with governments and other organisations.

## 3 things you should know about us

1. We're local and we're national. The national charity has 4 administrative offices in England and Wales supporting the work delivered by around 240 independent local Citizens Advice member Charities.
2. 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.
3. 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.

# About Citizens Advice Woking

Citizens Advice Woking (CAW) is an independent local charity and a company limited by guarantee. We provide free, confidential, impartial, and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW provides face to face services in the following locations –

- **Woking Town Centre** (Provincial House 26 Commercial Way Woking GU21 4PW)

Drop-in Sessions – Tuesday – Thursday 10am – 1pm - Initial Assessment interviews

Appointments Monday – Friday 10am – 4pm Generalist Adviser Interviews

Follow up Generalist Adviser appointments, Specialist Caseworker appointments

- **The Byfleet Methodist Church, Rectory Lane, Byfleet.**

Wednesday 12:00am- 2pm Drop in for initial assessment

Appointments by arrangement

- **Ukrainian Hub, Lighthouse Woking, 8-10 High St, Woking GU21 6BG**

Tuesday Weekly 10:30am- 2:30pm Initial Assessments Only drop-ins

- **The Mascot Hub Dartmouth Avenue Sheerwater GU21 6PE**

Thursday Weekly 10am – 1pm

Initial Assessments Only Drop ins

CAW provides a telephone service via **Adviceline**

Monday – Friday 10am – 4pm

We also run the following Projects on behalf of different funders –

**I Access Community Drug and Alcohol Service** – funding from Surrey and Borders NHS Trust to provide a generalist adviser to advise on all enquiry areas.

**United Byfleet Charity** – funding to deliver an outreach session in the Wards furthest from the town centre office.

**Trussell Trust Foodbank** – Funding to provide a Generalist Adviser at Foodbank sessions to provide information and advice and to reduce reliance on the Foodbank.

**Ukrainian Hub** – Funding from Woking Borough Council to provide Generalist Advisers to give information and advice to the Ukrainian members of the Community

**Refugee Support** – Funding from Woking Borough Council to provide a welfare benefit adviser to support the Syrian and Refugee community and to provide generalist advice to the wider refugee community.

Governed by a Board of 7 trustees, we have a highly skilled workforce to support the organisation. This includes 13 paid staff and more than 50 volunteers.

Our generalist advice service is provided by volunteers who carry out reception and administrative duties, give information and advice and have research and campaign roles and are managed and supported by paid staff. We also have paid caseworkers in the areas of welfare benefits and housing.

Woking is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough and our priority is to support the most vulnerable in our community. The main enquiry areas of welfare benefits, debt and housing continue to be the issues that most of our clients need help with.



# Role profile

## Volunteer and staff management

- Promote volunteer opportunities, using different channels to recruit a team that is representative of the local community
- Participate in the recruitment and selection process as well as induction of new staff and volunteers
- Create a positive working environment in which equality and diversity are well managed and dignity at work is upheld
- Ensure procedures are followed and accurate records are maintained for new recruits
- Keep up to date records on the progress of individual volunteers and staff where appropriate and take part in annual 1 to 1s for volunteers

## Training delivery and implementation

- Organise internal and external learning and development opportunities to ensure the competence and continuing development of volunteers and staff
- Facilitate and deliver inclusive group and/or one to one learning and development sessions, promoting quality and consistency across the organisation
- Work closely with the Operational Manager and the Advice Session Supervisors to monitor the progress of volunteers and staff along their learning journey and to assess their competency in relation to Citizens Advice requirement and standards
- Obtain regular feedback to ensure training has been implemented effectively and tweak and refresh based on feedback or self-assessment
- Identify and address trends that may arise out of training needs across the organisation
- Keep up to date with national and local changes that may require internal/external training and keep up to date and communicate any new training opportunities.

## Planning and development

- Take the lead on developing and delivering an annual training plan for volunteers and paid staff, supported by the Operational Manager.
- Work with the Operational Manager and Advice Session Supervisors to explore innovative concepts for future training and service delivery

- Produce accessible training plans for all roles
- Provide oral or written reports on progress

## **Supervision**

- Keep technical knowledge up to date and provide the appropriate level of support and supervision to individual workers depending on their level of competence
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
- Monitor the case records/telephone calls of designated staff to meet the stipulated standard and service level agreement
- Cover for an Advice Session Supervisor on an occasional basis
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role

## **Networking**

- Develop links with relevant statutory and non-statutory agencies relevant to the role
- Use skills and competences to promote the organisation and foster good relationships with external organisations.

## **Professional Development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training including annual GDPR training
- Commitment to own training and development needs through feedback and self-assessment, taking responsibility for own learning and development
- Attend opportunities for collaboration and learning across the network, sharing, and learning from best practice and innovation

## **Other duties and responsibilities**

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service
- Demonstrate commitment to the aims and policies of Citizens Advice
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues



# Person specification

## Essential Criteria

1. Understanding of and commitment to work with the aims and principles of the Citizens Advice service.
2. Ability to manage and supervise others including ability to recruit, develop and motivate volunteers as well as ability to give and receive feedback objectively and sensitively.
3. Ability to communicate effectively verbally and in writing, particularly in a learning and development setting.
4. Ability to plan and deliver training, including creative, inclusive, and innovative approaches.
5. Ability to supervise and monitor advice work and to maintain advice systems and procedures.
6. Ability to support and coach volunteers and staff through change and service development, learning new skills and ways of doing things.
7. Ability and willingness to work as part of a positive collaborative working environment and team in which equality and diversity are well managed, dignity at work is upheld and people are empowered and motivated to do their best.
8. Good working knowledge of ICT packages, in particular Office 365, and ability to use IT to maintain databases and write reports.
9. Ability to plan, organise and prioritise own work, monitoring progress plans and strategies.

## Desirable Criteria

1. Knowledge and experience of working in a local Citizens Advice office
2. Knowledge of generalist advice areas.



# Terms of Appointment

<b>Job Title:</b>	<b>Training Supervisor</b>
<b>Location:</b>	<b>Citizens Advice Woking</b>
<b>Hours:</b>	<b>22.5 per week</b>
<b>Salary:</b>	<b>Actual £16,200 £27,000 FTE per annum</b>
<b>Holiday:</b>	<b>25 days annual leave (FTE) plus public holidays</b>
<b>Contract term:</b>	<b>Permanent, subject to 6 months' probation period</b>

## How to apply

To apply for the role of Training Supervisor, please send us your CV and a maximum 2 page supporting statement. The supporting statement should demonstrate how you meet the criteria outlined in the person specification and outline why you are interested in becoming the Training Supervisor at Citizens Advice Woking.

All applications must be sent to [wokingca@gmail.com](mailto:wokingca@gmail.com)

Closing date for applications: By 4pm on 31<sup>st</sup> March 2025

Applications will be reviewed on receipt on a rolling basis and we reserve the right to close earlier if applications from sufficient suitably qualified candidates have been received



