

Training Supervisor Vacancy

November 2024

Job pack

Thank you for your interest in working at Citizens Advice Central Nottinghamshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Central Nottinghamshire
- The job description and personal specification
- Terms and conditions
- What we give our staff
- Equity and diversity
- How to apply, the application process and guidance notes

Want to chat about this role?

If you want to chat about the role further, you can contact Sally Bestwick, Operations Director at sally.bestwick@ca-centralnotts.org.uk

Our values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 4 national offices and offer direct support to people in around 250 independent local Citizens Advice services across England and Wales.

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.

How Citizens Advice Central Nottinghamshire works

Citizens Advice Central Nottinghamshire is an independent registered charity serving our local area. We provide advice services in person from our offices in Eastwood, Beeston, Kirkby, Ollerton and Newark and from numerous outreach locations throughout the area, as well as over the phone, by web chat and email.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming benefits, employment law and much more.

Our service makes a real contribution to the most deprived individuals and communities and we make a real difference to people's lives. We support local economies by maximising people's income and increasing the circulation of money in the local area by helping people claim benefits they are entitled to.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally. We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors.

We work in partnership with local service providers in the voluntary and statutory sectors and provide outreach advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Boards are responsible for setting the strategy and budget for the organisation. The day to day responsibility for the running of the organisations is with the Chief Executive Officer together with a management team.

This is an opportunity to join a successful, forward thinking, friendly local charity and be part of a professional team of both staff and volunteers.

The Role

Job Title:	Training Supervisor
Reporting to:	Operations Manager
Salary:	£26,758 per annum (pro rata for part time hours)
Hours	37 hours per week (30 hours considered)
Contract Term	Permanent
Location:	Based in Ashfield, with regular travel across our districts (Ashfield, Broxtowe, Newark & Sherwood) to work with our existing teams.
Role purpose:	<p>This role has two elements:</p> <ol style="list-style-type: none"> 1. Responsible for training our current staff and volunteers and maintaining training records. 2. Recruiting, inducting and training and supporting new volunteers. <p>There will also be occasional cover for the office based supervisors.</p> <p>Along with the rest of the advice team as the trainer you will provide support to generalist advisers and ensure quality of advice is maintained.</p> <p>Volunteers are at the heart of our organisation and this role will be pivotal in ensuring our valuable volunteers are supported and they are trained to a high quality standard.</p> <p>You will also work as a wider team of Training Supervisors across our districts creating joint plans.</p>
Key accountabilities	Key elements/Tasks
Planning and Development	<ul style="list-style-type: none"> • In conjunction with the senior management team, formulate and maintain our volunteering strategy and our yearly training and development plan for staff and volunteers

	<ul style="list-style-type: none"> • Develop and maintain positive and constructive partnerships with relevant statutory and non-statutory agencies.
<p>Learning, Development and training</p>	<ul style="list-style-type: none"> • Design and run inclusive learning and development activities to meet quality standards in line with our training plan. • Research and deliver training programmes, sessions, lesson plans and materials. • Facilitate inclusive group and one to one learning and development activities • Organise internal and external learning and development activities to ensure the competence and continuing development of staff and volunteers • Oversee our training programme and where necessary, assist trainees through self-learning modules and review progress on a regular basis. • Coordinate assessment activities and make final decisions on competence of designated staff and volunteers. • Identify and meet individual training and development needs of volunteers and staff. • Create a positive working environment in which equality and diversity are well-managed and dignity at work is upheld • Ensure trainees are informed of the activities, content and practical issues in the Citizens Advice learning programmes.
<p>Quality and Advice Delivery</p>	<ul style="list-style-type: none"> • Supervise advice delivery to ensure that standards meet Citizens Advice and external funder requirements. • Monitor the quality of advice given to clients during advice sessions and through the QAA process • Ensure the completion of training programmes for staff and volunteers through effective monitoring and team working • Keep technical knowledge up to date and provide 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.

	<ul style="list-style-type: none"> • Monitor the case records / telephone calls of designated staff and volunteers to meet the stipulated standard and service level agreement. • Provide cover for the Advice Session Supervisor as required
Administration	<ul style="list-style-type: none"> • Maintain training records for all staff and volunteers and keep all admin systems and records relevant to the role up to date. • Book staff and volunteers on training courses and other events. • Provide statistical information on training and quality issues and provide regular reports as required.
Research and Campaigns	<ul style="list-style-type: none"> • Keep up to date with current issues and ensure research and campaigns are promoted and integrated in a way relevant to the role. • Encourage advisers to identify and record Research and Campaigns issues on a regular basis
Other duties and responsibilities	<ul style="list-style-type: none"> • Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed. • Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy. • Attend appropriate internal and external meetings as agreed with the line manager. • Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues. • Identify own learning and development needs and take steps to address these. • Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.



Person specification

	Criteria	Essential	Desirable
1	Able to deliver training modules combined with an understanding of the training needs of staff and volunteers	✓	
2	Able to contribute to the planning and implementation of training programmes.	✓	
3	Effective communication skills.	✓	
4	Able to give and receive feedback objectively and sensitively and a willingness to challenge constructively.	✓	
5	Able to support and motivate staff and volunteers, including the recruitment and induction of volunteers	✓	
6	An understanding of the issues involved in interviewing clients	✓	
7	Able to prioritise own work, meet deadlines and manage trainees at varying stages of the learning programme	✓	
8	Able to use IT relevant to training, advice work, monitoring and the preparation of reports.	✓	
9	Able to monitor and maintain own standards.	✓	

10	Willing and able to work as part of a team.	✓	
11	Willingness to achieve competence in the Citizens Advice Adviser learning programme	✓	
12	Able to work closely with partner organisations.	✓	
13	An understanding of the issues affecting society and their implications for clients and service provision.	✓	
14	Understanding of and a commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.	✓	

Terms and conditions

Contract – This is a permanent position

Salary – The salary for this post is **Salary: £26,758 per annum (pro rata for part time working) plus pension contribution.** Salary is paid monthly by bank transfer

Pension - On appointment the post holder will be automatically enrolled into the workplace pension scheme.

Location - The role will be based in Ashfield You will be expected to travel to our offices in Newark and Ollerton and occasional travel to our other sites as part of the training team. Travel expenses beyond your base will be reimbursed.

Probation - There is a period of 6 months for all new entrants. Subject to satisfactory performance the post holder will have their contract status confirmed at the end of their probationary period.

Annual leave - 34 days per year including bank holidays

Any offer of employment is subject to

- satisfactory demonstration of the right to work in the UK
- receipt of two satisfactory references

What we give our staff

When you join our team you will be given an induction to the organisation and your new role. This will include some mandatory training modules, reading policies and getting to know the people you will be working with. All roles will be provided with a training plan to follow and further training and development opportunities. You will have a named line manager who will support you through supervision, team meetings and annual reviews.

Equity and Diversity

Citizens Advice Central Nottinghamshire values diversity, promotes equity and challenges discrimination.

We encourage and welcome applications from suitably skilled people of all backgrounds and are a Disability Confident committed employer.

Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people and we are operating a fair and equitable procedure. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Central Nottinghamshire. We ask for this information in order to monitor recruitment profiles to identify under-represented groups, identify trends over time, improve recruitment and retention processes, inform the service-wide EDI strategy and report to funders.

This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. We do not ask for your name on the form so only anonymous data is collected and shared for the purposes outlined above.

We will keep this information securely and destroy it after 12 months.

However, if you would prefer not to answer any of the questions we ask, please Select prefer not to say for that question on the Diversity monitoring form.

[Diversity monitoring form](#)

How to apply, the application process and guidance notes

Apply for this role

Please visit our dedicated [recruitment site](#) where you can apply for this position. Please submit your CV when prompted. We would like you to tailor your CV to reflect the person specification included above. Within your CV please include 2 referee's, we will only contact them for a reference should you be offered the position.

If you are unable to make an electronic application, please contact:

Sally Bestwick (sally.bestwick@ca-centralnotts.org.uk)

Closing date: Friday 3rd January 2025

Interviews: Friday 10th January 2025

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Central Nottinghamshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment). If this is the case, further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Central Nottinghamshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Central Nottinghamshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. We have an Ex-offenders policy that provides more details if required.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If a DBS check is required for a role this information can be found in the role profile.