



Advice Session Supervisor

- Salary:** £24,012 to £27,741 FTE per annum pro rata
(according to experience) 5% NEST Employer Contribution (subject to minimum employee contribution) & Contractual Sick Pay
- Hours:** 16 hrs per week – flexible over 3 days
- Contract:** Permanent based at The Forum Hemel Hempstead, with occasional Berkhamsted cover and flexibility for some remote working from home.

Citizens Advice Dacorum is looking for an enthusiastic Advice Session Supervisor, to join our small, friendly and supportive team, in the delivery of our advice and initial check drop-in service across all channels.

If you have experience of working in advice and, ideally, of supporting and supervising volunteers, we would love to have a chat with you about the role. We will also consider those who have a Citizens Advice Generalist Adviser Certificate with at least 2 years of experience, if you are happy to complete Supervisor training.

You will play a key part in maintaining and enhancing our service and quality of advice, through effective session supervision integrated with ongoing training and support for volunteers. You do need to have a flexible approach, strong verbal and written communication skills, as well as demonstrable people management skills and be a competent IT user of Microsoft applications with excellent digital skills.

All local Citizens Advice produce their own annual report, but you can find out more about the Citizens Advice Network or download the latest national Citizens Advice annual report at citizensadvice.org.uk

Citizens Advice Dacorum values diversity, promotes equality and challenges discrimination, and strives to be an Equal Opportunities employer. We encourage applications from people of all backgrounds and are a Disability Confident Employer.

We will retain and use the information you provide only for this recruitment process. It is necessary that we hold this information to operate a fair and equitable procedure. We will keep this securely and destroy it after six months, unless you are appointed in which case it will form part of your employment record.

To find out more and apply: Please visit our website to download the Advice Session Supervisor Job Pack and Application Form www.dacorumcab.org.uk (CV's not accepted)

Closing date: This vacancy will be open until filled. Interview Date: By arrangement.

