



Debt Supervisor

Job pack

Thank you for your interest in working at Citizens Advice Esher & District.

This job pack should give you everything you need to know to apply for this role. In this pack you'll find:

- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Esher & District
- The role profile and personal specification

Need to know more about this role?

If you need another further information about the role, you can contact us by emailing recruitment@eshercab.org.uk

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

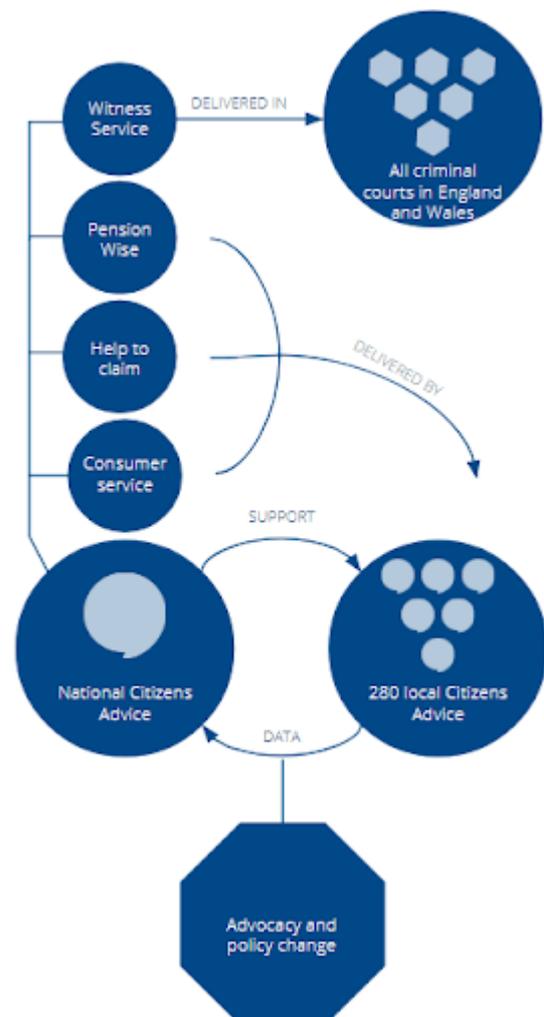
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





About Citizens Advice Esher & District

Founded in 1973, Citizens Advice Esher & District serves the areas of Esher, Cobham, Oxshott, Claygate, Hinchley Wood, Molesey and the Dittons in the east of the Borough of Elmbridge, Surrey. The west of the Borough is served by Citizens Advice Elmbridge (West).

On average, our office helps around 2,000 local people each year with over 6,500 problems. We advise on a range of issues, from managing debts to housing problems and employment issues. We also provide highly specialist support to sick or disabled residents who need help to apply for complex benefits.

Our services are funded by local and national contracts and grants, and we work with a range of stakeholders including the local authority, housing associations and other charities. Our annual income is approximately £180,000.

Our advice service is provided by a team of over 30 highly-trained volunteers supported by a small paid team who manage the charity.

Advanced plans are in place for us to move into a new office in the local Civic Centre within the next few months.

Services we provide:

We provide a generalist advice service which is normally open for drop-in and telephone advice at our main office in Esher at the following times:

Day	Morning	Afternoon
Monday	10:30am	3:30pm
Tuesday	10:30am	3:30pm
Wednesday	Closed	1pm-3:30pm
Thursday	10:30am	3:30pm
Friday	10:30am	3:30pm

Due to the COVID-19 pandemic at present we are offering a mainly telephone and email service, although a few pre-booked interviews are available for our most vulnerable clients.

Outside of the pandemic, regular outreach sessions are held at these locations:

- Joseph Palmer Centre, **Molesey** – Tuesday 10.00am-12.30pm
- Cobham Centre, **Cobham** – Wednesday 10.30am-1.00pm

Specialist services:

In addition to general advice we offer these specialist services and clinics:

- **Debt management** – Most of our volunteer advisers handle debt cases.
- Application and completion of **Debt Relief Orders** – Our volunteer money advice specialists are trained DRO intermediaries
- Assistance with completion of **Personal Independence Payment (PIP) claims and appeals**
- **Financial Advice Clinic** –A local Independent Financial Adviser provides free generic financial advice on pensions, mortgages, equity release, banking, savings, health insurance, life assurance and inheritance tax.

Other work:

- We participate in the Trussell Trust scheme to provide **vouchers** that can be exchanged for food parcels at the local food banks for clients in need.
- When resources allow, we run **financial capability sessions** at local schools and children's centres. Delivered by two of our experienced advisers, these training sessions aim to teach vital money management skills to young people and families.

Our management structure:

We are an independent charity managed by a Trustee Board drawn from the local community. The Trustees have legal responsibility for the general and financial control and management of the charity.

Day-to-day operational management and responsibility for all quality processes is delegated to the part-time Chief Executive Officer (CEO). The CEO is supported by a small team of paid, part-time staff:

- Deputy CEO - deputises in CEO's absence, leads on research and campaigns work and acts as Advice Session Supervisor
- Guidance Tutor - organises induction and training
- Practice Administrator - works on compliance with professional standards, organises Board meetings and liaises with Trustees
- Advice Session Supervisor (job share) – oversees advice sessions



The role

The Citizens Advice service in Esher is seeking an experienced money advice worker to work alongside its Advice Session Supervisor team, focusing on its debt advice work and developing its team of volunteer specialist debt advisers.

This new role will take responsibility for the day-to-day supervision of all client debt work in our office, supporting debt team members to perform within a quality-based advice framework. It will also involve direct casework and provide some cover for supervision of general advice sessions.

To be successful in this role you will have experience of providing free, impartial and confidential advice, tailored to the individual's circumstances. You will have a sound understanding of debt management options (including bankruptcy, insolvency, Debt Relief Orders), be able to maintain the technical supervisory standards required and have a willingness to drive continuous improvement in debt team processes.

You will thrive in a pressured environment and have excellent client-facing and people management skills, together with the ability to manage your own caseload. You will have a professional and supportive manner and be able to work as part of a diverse, largely volunteer team.

At a time when we anticipate a large increase in demand for debt advice as a result of the Covid-19 pandemic, this is a great opportunity to make a real and positive difference to many people's lives.

Location: Esher

Salary: £11,980 to £13,219 depending on working pattern

Hours: 14.5 -16 hours a week depending on working pattern

Type of contract: Fixed term for 3 years

Closing date for applications: Midnight Sunday 13 June 2021 (but we reserve the right to close this vacancy early, so please submit your application as soon as possible)

To apply: download application form direct from our website eshercab.org.uk or email recruitment@eshercab.org.uk

Interview date: To be confirmed



Job Description

Debt Supervisor

Purpose of post

To provide day-to-day supervision of all debt work undertaken in the office, supporting the volunteer specialist debt team to work to agreed standards and procedures.

Main duties and responsibilities

Planning and Development

- Maintain expertise in relevant legislation, regulations and standards.
- Advise the CEO on staffing and service delivery issues relating to debt advice.
- Co-ordinate systems so as to promote common practices within the service area.
- Implement IT and other resource strategies as they affect the service area.

Advice Service Delivery

- Supervise the work of staff to ensure that standards meet Citizens Advice and Financial Conduct Authority requirements.
- Provide technical casework support and act as consultant to the advisers, particularly in relation to complex and/or unusual client debt enquiries.
- Monitor the quality of advice given to clients by case checking, Independent File Reviews, Quality of Advice Assessments and observations.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control.
- Undertake debt advice file reviews.
- Liaise with other agencies in relation to debt work as necessary.
- Respond to debt advice needs, in particular the needs of identified disadvantaged groups and the different geographical and demographical areas.
- Take on debt advice work as and when required.

Staff Supervision

- Attend regular meetings of the management team.
- Attend whole office staff meetings.
- Supervise staff through the provision of regular support.
- Encourage good teamwork and lines of communication between all members of staff.
- Ensure that new recruits are successfully inducted and receive the appropriate training.

Training and Development

- Identify and implement own training and development needs.
- Identify the training needs of staff through support and supervision and contribute towards the charity's training and development plan.
- Organise training activities in conjunction, as appropriate, with the Guidance Tutor and CEO.

Research & Campaigns

- Keep up to date with Research & Campaigns issues and ensure Research & Campaigns is promoted and integrated in a way relevant to the role.

Other duties and responsibilities

- Promote the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service.
- Carry out any other related tasks as required by the CEO to ensure the efficient provision of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Debt Supervisor

Essential Criteria

1. At least two years' recent and ongoing experience of providing debt advice.
2. Understanding of and commitment to Citizens Advice aims, principles and policies.
3. Understanding of provision of support, development and motivation, including the ability to give and receive feedback objectively and sensitively.
4. Ability to monitor and maintain casework systems and procedures.
5. Effective written and verbal communication skills.
6. Ability to plan and prioritise own work and work of others, and take day to day decisions within a pressured environment.
7. Ability to analyse and interpret complex information.
8. Ability to use IT in the provision of casework.
9. Numeracy skills required to understand statistics and check calculations.
10. Ability to contribute to the team and willingness to learn and develop.
11. Willing to earn and maintain the trust of those people with whom Citizens Advice Esher & District deals.

Desirable Criteria

12. Willing to complete Citizens Advice caseworker training, if not already qualified.
13. Willing to train as a DRO intermediary, if not already qualified.
14. Knowledge of local community profile, needs and resources.



What we give our staff

- Comprehensive training programme
- Access to Employee Assistance Programme
- 5.6 weeks paid annual leave, including statutory holidays (pro rata)
- Eligible employees will be automatically enrolled into our pension scheme