



Job Role	
Job Title	Employment Advice Supervisor
Reports To	Director of Advice Services
Accountable To	Deputy CEO
Location	Working across Bury & Bolton, and designated outreaches as required
Hours	35 hours per week
Salary	£26,317 – £28,785

Role Context
<p>Citizens Advice Bury &amp; Bolton is a busy, dynamic and client focused service, with a track record of delivering high quality advice. Clients are engaged via a range of advice channels and access points.</p> <p>Without doubt, the Covid-19 pandemic has had a huge impact on our local communities. This has led to a 64% increase in the volume of employment related enquiries received by Citizens Advice Bury &amp; Bolton (in comparison to the same period in 2019). This demand is expected to continue its upward trajectory for the foreseeable.</p> <p>To meet demand and adopt our services to meet the needs of local communities, we are creating a new role and expanding the advice delivery team.</p> <p>The postholder will be able to manage a demanding and varied workload and take a lead on developing a new specialist subject area within Citizens Advice Bury &amp; Bolton. You will work as part of the Leadership Team, reporting directly to the Director of Advice Services.</p> <p>The post holder will be required to work across all advice channels including digital, face to face and telephone, and various activity centres providing employment advice to clients, while simultaneously developing our team of advisers and trainees (where we are able to expand our employment advice further).</p>

Citizens Advice Bury & Bolton 26-28 Mawdsley Street, Bolton BL1 1JL

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## Role Purpose

- a) Support and provide direct delivery of legal advice and information to clients on employment related issues, via the full range of delivery channels offered by Citizens Advice Bury & Bolton.
- b) Work as part of a proactive and supportive team providing support and legal advice to clients requiring other advice on other social welfare law matters (for example, money advice, housing and welfare benefits).
- c) Comply with all quality standards and contract expectations, leading by example.
- d) Responsibility for the development and progression of trainees and advisers, focusing on employment advice, where required.
- e) Act as an in-house specialist resource on employment law.
- f) Maintain understanding & awareness of wider social welfare law issues.

## Main Duties and Responsibilities

### **Employment Law Advice and Research & Campaigns Work:**

- Support the delivery of advice and/or casework (pending funder requirements) to clients with employment related issues, in conjunction with Social Welfare Advisers/ Trainees.
- Liaise with stakeholders and other authorities, to obtain sources of evidence, as required to progress cases effectively.
- Analyse information gained and ensure advice delivered is appropriate and within agreed deadlines.
- Prepare any necessary case papers and ensure that these are correctly recorded along with any key dates, information etc. in an agreed format.
- Regularly review cases, ensuring all key dates/ deadlines are met.
- Maintain clear case records for the purpose of continuity of advice/casework, information retrieval, and statistical monitoring and report preparation.
- In conjunction with Director of Advice Services; develop, maintain and review administrative systems for case recording.
- Regularly review cases, monitor team workload (where applicable).
- Act as a specialist and provide support to staff and volunteers across the organisation on employment related matters.
- Develop and maintain reference and background information around relevant Social Welfare Law.
- Monitor advice enquiries, contributing to research and campaign projects locally, and across the Citizens Advice network.

### **Performance, Personal Management and Administration:**

- Provide day-to-day support to all advisers (paid & unpaid) dealing with employment related enquiries across all activity centres and in all mediums.
- Work flexibly to provide adequate cover for all aspects of the service including outreach sessions, where required.
- Take ownership for monitoring own workload e.g. reviewing when new cases taken on,

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progress on current cases, outcome of completed cases and quality control.

- Be responsible for performance management at an individual level through self-management; delivery of goals and tasks set; targets and outcomes; and reporting progress.
- Undertake file reviews and quality of advice assessments in line with organisation requirements and expectations.
- Actively engage in opportunities for learning and development at an individual and team level, ensuring progression against your training and progression plan.
- Comply with operational management systems of supervision, objectives, appraisal and induction.
- To comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information.
- Provide written and/or oral updates as required.
- Line manage employment staff team (where required), providing one to one supervision.
- Prepare staffing rotas to ensure all areas of service delivery are covered at all times.
- Ensure any performance related issues are progressed appropriately and effectively, seeking support/ guidance/ escalating as required.

**Service Development:**

- To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary.
- Liaise with relevant outside agencies (voluntary and statutory), other Local Citizens Advice and other stakeholders.
- Identify and feedback improvements to services and systems.
- Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential.
- Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role.

**Training:**

- To ensure through reading, training and consultancy, that your own level of knowledge around employment law is up to date.
- To identify your own training needs in conjunction with Director of Advice Services and be prepared to undertake appropriate training in line with your training and progression plan.

## General Duties

- To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of Citizens Advice Bury & Bolton.
- To ensure service users' and professionals' experience of Citizens Advice Bury & Bolton is positive, by taking personal responsibility for answering ringing telephones and promptly dealing with inappropriate behaviour by staff, volunteers or service users.
- To attend meetings at appointed times, maintain professional service user records and meet deadlines.
- To work flexibly across the whole service, including providing late working cover/ support as required.
- To work within professional boundaries maintaining safety and appropriate confidentiality at all times.
- To comply with all published Citizens Advice Bury & Bolton policies and procedures.
- To work flexibly to undertake such other reasonable duties and responsibilities, at any location within reasonable daily travel from your main place of work.
- Participate in undertaking periodic reviews of this job description for consideration by the Trustee Board.
- To undertake any other tasks as directed by the Executive Team.

<b>Assessment Criteria</b>	
All criteria are <u>Essential</u> unless otherwise indicated	<b>A:</b> Application – assessed at application stage
	<b>I:</b> Interview – assessed at assessment/ interview stage
<b>Experience</b> (through paid or voluntary work)	<b>A / I</b>
Experience of delivering employment law advice/ information in a social welfare context	A/I
Experience of managing a high workload	A/I
Experience of flexible working according to business demand, while balancing multiple priorities	A/I
Experience of working within an advice and information organisation within the third/ charity sector (desirable)	A/I
Experience interpreting legislation, giving credible, appropriate and high-quality legal guidance and advice	A/I
Experience of communicating effectively, both orally and in writing, with a wide range of people	A/I
Experience of facilitating training sessions to range of audiences (desirable)	A/I
Experience of managing staff (including delivery of supervision)	A/I
Proficient in IT with an understanding of digital support and effective communication skills	A/I
<b>Knowledge</b>	
Understanding and awareness of the relationship between employment law and other areas of Social Welfare Law	A/I
A thorough understanding of professional boundaries and the issues surrounding confidentiality	A/I
Literate and numerate to the level required by the tasks	A/I
<b>Qualifications and Training</b>	
A commitment to continuous professional development, including a willingness to develop knowledge and skills in required areas	A/I
<b>Skills and Abilities</b>	
Ability to communicate complex technical decisions and implications to technical and non-technical audiences via different channels	A/I
Ability to apply the law and theory to solve real-life problems in a legal or advice setting	A/I
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met	A/I
Ability to interpret regulations and explain them to clients and colleagues via training/ briefings and to produce clear advice and empowerment	A/I

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Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods	A/I
The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners	A/I
Ability to contribute as a member of the staff team but also work on own initiative and without close supervision	A/I
Ability to monitor and maintain own standards	A/I
Ability and willingness to assimilate new information and learn new skills quickly including information technology	A/I
Demonstrable ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production	A/I
<b>Additional Factors</b>	
Understand and support the Citizens Advice aims and principles as well as having an awareness of advice work issues and the importance of research and campaigns work	A/I

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