



Training Supervisor

Job pack

Thanks for your interest in working at Citizens Advice Mid-North Yorkshire. 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 Mid-North Yorkshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact [Charlotte Wild](#) by emailing charlotte@northyorkslca.org.uk or calling [01757 701320](tel:01757701320) ext 1030





Our values

We're inventive. We're not afraid of trying new things and learn 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 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.

How Citizens Advice Mid-North Yorkshire works

We deliver our service from four offices based in Northallerton, Malton, Richmond and Selby as well as a number of outreach locations and from our Advice Bus and Van. We give advice face to face, over the phone, and via web chat and email. We help over 14,000 people a year on all types of issues. We are an independent charity raising all our own money, and each of our offices has its own identity within the local community.

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.

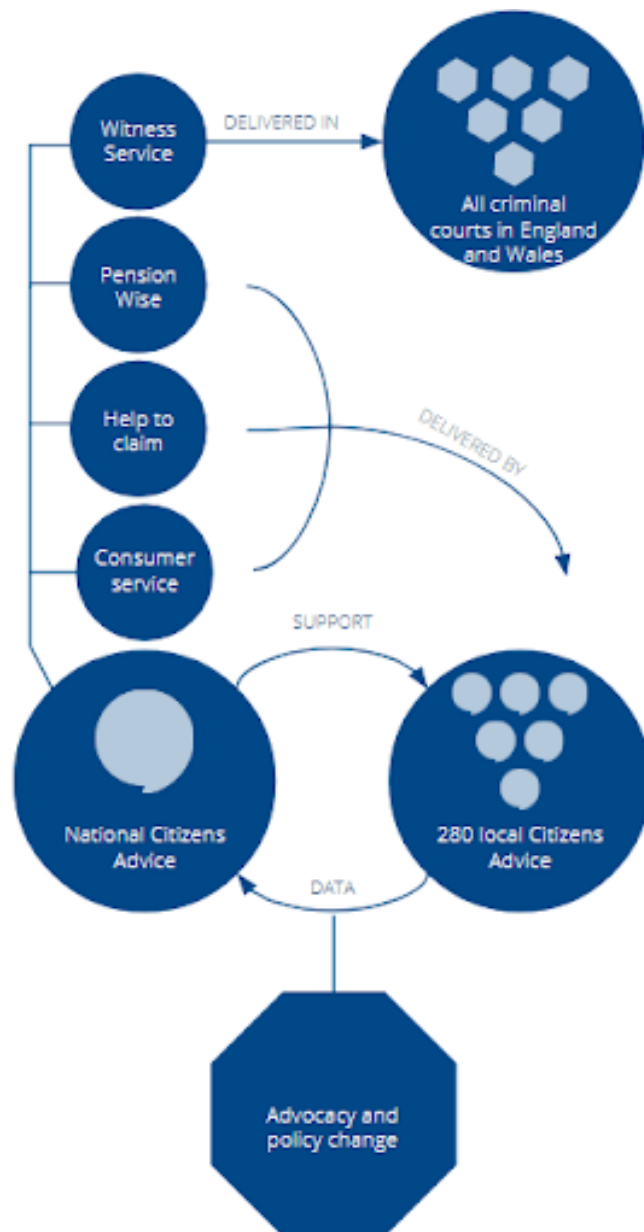
This role sits within our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GP 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.





The role

The Training Supervisor role will be responsible for recruiting, training and supporting our team of volunteers. The role requires a positive attitude and a desire to make a real difference in the community.



Role profile

Volunteer Recruitment and Selection

- Promote volunteer opportunities, using different channels to target identified groups
- Deliver recruitment and selection activities that ensure a fit between the organisations needs and the volunteer's expectations
- Ensure new volunteers have a quality induction into the learning programme for their role.

Volunteer Support, Supervision and Training

- Ensure trainees and other staff are informed of the activities, content and practical issues in the Citizens Advice learning programmes
- Research, design and deliver training programmes, sessions, lesson plans and materials
- Ensure the effective performance management of volunteers and staff through regular supervision sessions and the appraisal process
- Ensure activities to recognise and reward volunteers are in place and delivered
- Ensure volunteers are aware of the policies and procedures in place to manage how they operate within the organisation
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and people can do their best
- Keep up to date with research and campaigns issues and ensure that this is promoted and integrated in a way relevant to the role

- Keep technical knowledge up to date and provide appropriate level of support and supervision to individual workers depending on their level of competence.

Administration

- Provide oral and/or written reports on progress for line manager
- Ensure trainees are booked on to training courses, events and stocks of training materials are maintained
- Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.

Other

- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

1. Be able to commit to, and work within, the aims, principles and policies of the Citizens Advice service, demonstrating the understanding of issues affecting the society and the implications of this on the client and the service
2. Have excellent interpersonal skills and the ability to communicate effectively orally and in writing, particularly in an education and development setting
3. Ability to manage volunteers, understand volunteering issues and a commitment to the value of volunteering
4. Ability to contribute to, implement and deliver training modules, combined with understanding of adult learning techniques / theories
5. Ability to supervise others including being able to recruit, develop and motivate staff

6. Proven ability to give and receive feedback objectively and sensitively. A willingness to challenge constructively
7. An up-to-date understanding of equality and diversity and its application to providing advice and the supervision and development of staff
8. Ability to monitor and maintain performance against agreed targets
9. Experience within the Citizens Advice service and an ability to demonstrate a solid knowledge of welfare benefits, debt and other enquiry areas, e.g. housing, employment, consumer, family and immigration.



Terms and conditions

We will discuss terms and conditions with you if you are offered the Training Supervisor role.



What we give our staff

You will have access to our pensions and support service.

We are a disability confident employer and welcome candidates who will be using access to work.