

## Advice Manager - Debt

---

<b>Responsible to:</b>	<b>Head of Services</b>
<b>Salary:</b>	<b>£42,012 Band 3 Level 1</b>
<b>Days:</b>	<b>4/5 days per week</b>
<b>Contract:</b>	<b>Permanent</b>

---

### PURPOSE OF THE JOB

Citizens Advice Westminster provides information, advice, and guidance on a wide range of issues including benefits, housing, debt, and immigration, at venues across Westminster, online and by telephone. In addition to our local authority contract we also manage a range of other funded advice projects which collectively aim to empower and build the confidence of Westminster residents through first class advice, information, and education.

Our Advice Manager team plays a crucial role in ensuring clients and partners experience high quality advice delivered via the channel that is most appropriate to them, with a strong focus on the needs of the most vulnerable.

In addition to core functions including duty supervision, management of a team of advisers or assessors and outreach management, each Advice Manager also has one or more specialist responsibilities.

### **Accountability**

- Advice Managers are accountable to the Senior Management Team and will provide regular updates on their areas of specialism
- Advice managers will be self-reliant, taking full ownership of agreed outputs and outcomes and managing initiatives from conception to completion, while promoting a positive and inclusive team culture which reflects our organisational values.

### JOB DESCRIPTION – CORE

#### **1. Duty supervision and outreach management**

- Plan, organise and manage multi-channel delivery sessions across community locations to high standard.
- Act as a generalist technical consultant to support volunteer and paid assessors/ advisers/caseworkers and other front line team members.
- Supervise the work of team members to ensure that organisational systems, policies, procedures, and any internal and external standards are being adhered. Internal and external quality and service standards are met
- Manage inward referrals and other client related activities in a timely manner
- Ensure that organisational resources are being used productively to enhance

organisational reach to the local community

- Ensure that appropriate advice and casework systems are maintained and developed
- Incident reporting (in line with CAW procedures)
- Proactively Identify and address issues arising from front line sessions or report to key stakeholders to drive continuous improvement

## **2. Line management, quality and training**

- Day to day management of team, including induction, probation, monthly supervision meetings and oversight of immediate HR matters in line with CAW policies
- Manage rota scheduling for team members across range of contracts and venues
- Proactively track and report on KPIs, metrics and team performance
- Ensure training needs are identified and addressed through regular case-checks, observations, and feedback and through coaching and mentoring
- Work closely with Training lead to ensure trainee advisers have appropriate shadowing and development opportunities
- Be responsible for your own professional development

## **3. Other Responsibilities**

- Keep up to date with Research and Campaigns issues and ensure research and campaign initiatives are promoted and integrated in a way relevant to the role and in the team
- Have a flexible and adaptable approach to service delivery, including working outside of normal office hours on occasion, with prior notification
- Willingness to work flexibly including from CAW office outreach location
- Abide by the Health and Safety guidelines of the organisation, having due regard for your own health and safety, and health and safety of others
- Carry out any other related tasks, as required by the line manager

## **SPECIALIST DEBT SUPERVISION AND CASEWORK**

### **4. Technical casework – Debt**

**Accountability:** Quality of advice and casework and delivery against KPIs in relevant areas

- Technical supervision and case checking in specialist area leading to high quality outcomes for clients and supporting achievement of AQS standards
- Provide specialist training / coaching in area of specialism as required
- Deliver debt advice and casework to vulnerable clients in specialist area
- Represent organisation at events and other meetings relevant to specialism
- Liaise with partners to support service delivery as appropriate
- Identify and communicate key policy changes in your field of expertise to internal and external stakeholders

## **PERSON SPECIFICATION**

<b>Requirement: Core</b>	<b>Essential or Desirable</b>	<b>Application, Test, Interview</b>
<b>Qualifications / Education / Training:</b>		
1. Citizens Advice's Certificate in Generalist Advice Work or other industry recognised Level 3 qualification in generalist advice work	E	A
2. DRO Intermediary or willingness to become one within 12 months	D	A
<b>Experience:</b>		
3. Minimum 2 years' experience of delivering debt advice and casework including in specialist areas	E	A, I
4. Minimum 2 years' experience of providing holistic advice in other social welfare enquiry areas i.e. welfare benefits	E	A, I
5. Minimum one year experience of providing technical support to front-line advice team in variety of enquiry areas	E	A, I
6. Experience of coaching / training and developing team members as well as assessing competence in a timely manner	E	A, I
7. Minimum one year experience of carrying out case checking and file reviews in a variety of enquiry areas	E	A, I
8. Minimum one year line management experience including conducting support and supervisions, setting goals and objectives and doing periodic reviews	E	A, I
<b>Knowledge and understanding:</b>		
9. Experience and good understanding of day-to day effective running of office and added responsibilities including safeguarding	E/D	A, I
10. Good technical knowledge in social welfare enquiry areas including debt and welfare benefit	E	A, T
<b>Skills and Competencies:</b>		
11. Ability to plan, organise and prioritise one's own workload as well as provide support of others	E	A, I
12. Excellent people and approachability skills, which inspires confidence in colleagues and develops positive relationships	E	A, I
13. Experience of working in a dynamic environment in a similar role with ability to quickly adapt to changing environments and implement changes within team	E	A, I
14. Have resilience and ability to work under pressure to deal with competing demands and work under pressure	E	A, I
15. Strong IT skills with the ability to use applications including Word, Excel, Outlook, Teams / Zoom and cloud-based software and storage solutions	E	A, T

16. Excellent verbal and written communication skills with the ability to communicate effectively with team members, colleagues, and external stakeholders	E	A, I
17. Creative, with excellent problem-solving skills and evidence of lateral thinking, and the ability to work with a variety of stakeholders and partners to develop creative and effective solutions	E	A, 1