



Reading

Job Title	: Advice Session Supervisor
Location	: Minster Street, Reading/remote working
Job Type	: Permanent
Hours	: 14 hours per week (0.4 FTE)
Salary	: £22,500 - £25,503 pro rata depending on relevant experience
Start Date	: ASAP

Citizens Advice Reading (CAR) is a large busy town centre advice service that deals with in excess of 4,000 clients each year. Staffed by over 50 volunteers and 20 part-time paid staff, the quality of the services that are provided are consistently high with CAR currently rated as 'excellent' following the last independent audit.

An opportunity has now arisen for a further Advice Session Supervisor to join the current team that supports the generalist advice service. As part of the Advice Session Supervisor team, you will be expected to focus on direct supervision of volunteer supervisors and advisors and the maintenance of quality standards.

This is what we are looking for:

- Experience as a generalist adviser or equivalent
- Ideally have an understanding/experience of our main enquiry areas to include Benefits, Debt, Housing and Employment
- You will be an effective communicator and able to research, interpret and analyse complex information
- Be confident in IT skills, for example, Word, Google docs, internet searching, Case management systems
- To be able to work collaboratively in a Team and independently

We are keen to support flexible working which could include term time only for the right candidate.

If you are interested in this role please get in touch – we will be pleased to answer any questions that you may have about us and the role.

Closing Date: by midnight 15th August 2021

Interview Date: 24th, 26th and 27th August 2021

For an application pack please email: recruitment@citizensadvicereading.org

Citizens Advice Reading recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds.