



# Citizens Advice South Warwickshire Training Supervisor Recruitment Pack

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## **1. Introduction from Yvonne Hunter, Chair of Trustee Board**

Thank you for your interest in applying for a role working for Citizens Advice South Warwickshire. Citizens Advice South Warwickshire (CASW) is an independent charity. It is a recently merged service covering the local authority districts of Warwick and Stratford-upon-Avon. We now serve a population of a quarter of a million and last year we helped over 6000 people to solve their individual problems.

The world is changing quickly. Most people's incomes haven't grown for years or are being squeezed by inflation and welfare reform. Many people are struggling to pay back debts and tackle employment, family, consumer, housing and other issues.

We aim to be the trusted, go-to organisation providing top quality advice and information. We are committed to equality, diversity and challenging discrimination. We continually develop our services, and make sure that we are delivering appropriate and relevant advice to those who need it, whether face to face, by telephone, via our website or out in the community.

We are always looking for ways to improve our services and work more closely with partners. This means new opportunities to experiment locally through co-design and partnerships across a range of different sectors.

CASW is highly regarded locally for working in partnership at all levels and this is reflected in our funding arrangements and project work.

Looking ahead, our clients face some major challenges - perhaps the biggest of these is the introduction of Universal Credit alongside further welfare reforms.

We have a dedicated volunteer and staff base and high quality services that change the lives of thousands of people each year.

Thank you for your interest in joining Citizens Advice South Warwickshire at what is a very exciting time for us. We look forward to receiving your application.

Yvonne Hunter

## **2. About Citizens Advice South Warwickshire**

### **Our people**

- Citizens Advice South Warwickshire has a Trustee Board of nine people who are all volunteers. Our Trustees bring a wide range of professional skills and knowledge and insight of the district to the planning of the service. The Trustees, in conjunction with the Chief Executive (CEO) are ultimately responsible for setting the strategy and budget for the service. Day to day running and further development of the organisation is the responsibility of the CEO who, alongside a senior management team, oversees the delivery of our services.
- CASW has over 35 paid staff members (approx 23 FTE) and is proud to have in excess of 130 volunteers working in various roles. These roles include reception and administration, generalist advice, supervisors, money advice, research and campaigns work, grant finder, financial capability, money mentors, IT support and more. These volunteer roles have expanded in recent years and the service is actively developing volunteers to support its offer.
- CASW operates from two main locations, in [Leamington Spa](#) and [Stratford-upon-Avon](#) town centres. In order to reach people who find travelling around our large urban and rural catchment area difficult, we have outreach offices in [11 locations around the district](#). We also deliver advice and information by telephone from the Stratford-upon-Avon office, and a home visiting service for those who would otherwise find access difficult.

### **Our clients**

- On many indices of deprivation South Warwickshire can be defined as a low need / high income area. This masks significant pockets of deprivation, rural challenges of isolation, access to services and work, significant fuel poverty and affordability, especially in relation to housing.

### **Some key facts about South Warwickshire:**

- The two South Warwickshire districts are above the Warwickshire average for the measure of housing affordability, with Stratford-upon-Avon residents needing nearly nine times their income to afford the lowest priced housing. This District has the highest numbers of people claiming housing benefit who are affected by the new under-occupancy rules. It had the highest number of Lower Super Output Areas in the top 30% of the Index of Multiple Deprivation (2015) under the 'barriers to housing and services' domain.
- Cases advised by our staff in CASW where there was legal housing repossession action taken against our clients (which threatened homelessness) have significantly increased in recent years, and we introduced a service to help people going to court.

- 24% of our clients are in rented accommodation. (6119 households are in socially rented properties with 5885 in private sector rented properties). This has seen a marked increase of 60% in the last 10 years.
- In Warwick District the majority of socially rented properties are local authority owned – some 5337 (2700 homes are via other social landlords including Orbit), and nearly 10,000 properties are private sector rented (influenced by a high student population) – a figure that has more than doubled in the last ten years.
- 25% of the population is aged 65 years and over in South Warwickshire. Stratford-upon-Avon is projected to see a 206% increase in the number of residents aged 85+ years, while Warwick District is projected to see an increase of 141%.
- The population in each District is largely White British – with 93.6% in Stratford-upon-Avon District and 83.4% in Warwick District. Warwick District has the highest non White British population in Warwickshire. In Stratford-upon-Avon, the next highest proportion of residents are of Polish, German, USA and Australian origin, and in Warwick District they are of Portuguese, African and Asian (mainly Indian) origin. After English, the second most prevalent language spoken is Portuguese.
- Fuel poverty levels have risen across Warwickshire with the highest pockets of need located in rural areas, specifically in Stratford-upon-Avon District. Rising fuel prices and continued pressures on incomes are seen as the main reasons why these increases have occurred.

### **The difference we make**

- We make an amazing difference to the lives of the people of South Warwickshire. What we do is often life-changing and sometimes life-saving. In 2018-19 we delivered our advice and advocacy to over 6,000 people and advised on over 32,000 issues.
- Factors impacting on people's lives include welfare benefit changes, debt, housing repossessions and local issues such as transport and the high cost of housing in our area. We work with local authorities, third sector partners, housing providers and many other agencies to mitigate the effects of sickness, bereavement, unemployment, disability, relationship breakdown and many other issues people face.
- Benefits and debt are the two highest demand advice areas for our service followed by housing and employment. There has been a sharp increase in the number of people seeking help following a decision to decline or not renew disability and incapacity benefits. We are finding that this is a particular issue faced by those with mental health issues.

- Over the last 5 years we have seen a marked increase in the prevalence of priority debts such as Council Tax and rent arrears and after seeing a significant reduction of unsecured credit over this period we are now once more witnessing growth in the numbers of people seeking advice with these debts.
- The introduction of Universal Credit full service in Stratford-upon-Avon in 2017 and Warwick in 2018 has also exacerbated the threat of repossession action from landlords because of the 6 - 8 weeks waiting period for the housing costs component of the benefit, but we have introduced a successful scheme helping people make their first claims for Universal Credit.

### **Our funding and projects**

- We have a wide range of funding sources. This includes income from Warwickshire County Council, Warwick and Stratford District Councils and a number of town and parish councils. This income is awarded via direct grants and through commissioned contracts. We are regulated by the Financial Conduct Authority to deliver debt advice and proudly retain the Advice Quality Standard, which demonstrates our organisational competence and enables our membership of the Citizens Advice service.
- We have also been very successful at drawing down further income from grant and project funding bodies including: the Big Lottery Fund, Henry Smith Trust, Oken Trust, Orbit Housing, Money Advice Service and many more. This income approximately doubles the funding from local authorities.

### **Our partnerships**

- We involved in multiple partnerships across localities within and beyond the county. These include money advice, welfare, advocacy and policy fora, together with disbursement of local hardship grants and food bank parcels. Although fundamentally independent in our governance, we see the future of our work as heavily connected with other like minded organisations or on crossover projects that help people. The most developed of these is the Help to Claim scheme, whereby we work alongside Department of Work & Pensions staff.

### **Our local research and campaigns**

- The stories our clients tell us provide a unique insight into the problems faced by people living in South Warwickshire. We are able to detect developing trends and this helps us to create campaigns and speak up for our clients with those in decision-making roles. By raising issues nationally we can create a public debate, change things for the better and help many more people than those that contact us. Our “super complaints” have resulted in billions of pounds being repaid in compensation.

- We are currently working locally on issues around access to public transport in rural areas; the reasons why people use food banks; the impact recent welfare benefit changes have had on income and access to disability benefits. More information about Citizens Advice national campaigns can be found on the national website. [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk).
- Our R&C team are also working with clients on the co-design of our service delivery. This has helped us to understand and remove potential barriers to our service in relation to access.

**Our website**

- Please visit our website for further information about our service. [www.casouthwarwickshire.org.uk](http://www.casouthwarwickshire.org.uk).

### **3. Training Supervisor**

#### **Salary**

The role is paid at NJC PT23 currently £26,999 FTE, subject to a service job evaluation exercise

#### **Normal place of work**

You will be expected to work predominantly at **10 Hamilton Terrace, Leamington Spa, CV32 4LY**. With occasional need to attend 25 Meer Street, Stratford Upon Avon for meetings.

Additional travel will be required for which expenses will be paid.

#### **Hours of work**

22.5 per week.

#### **Annual leave**

CASW offers 25 days of annual leave in addition to the 8 UK statutory Bank and Public Holidays set dates

#### **Pension**

You will be auto-enrolled into the CASW pension scheme (The People's Pension). You have the right to opt out of this scheme.

As employer CASW currently pays a 3% employer contribution with an additional 5% minimum employee contribution.

#### **References and clearance**

Any offer of employment will be subject to satisfactory references and completion of a Disclosure and Barring Service (DBS) reference.

### **4. How to Apply**

**The closing date for applications is: 9:00am Tuesday 29th October 2019.**

**Interview will be held on Friday 8th November.**

This Application Pack, which includes job description, person specification, guidance notes and Application Form can be downloaded from our website at: <http://www.casouthwarwickshire.org.uk/category/vacancies/>

- Please read the application guidance document before completing your application.
- Email your completed forms to: [recruitment@casouthwarwickshire.org.uk](mailto:recruitment@casouthwarwickshire.org.uk)

## **5. Selection Process**

- After the closing date we will consider all applications carefully and invite those candidates for interview who, from the information available, appear to be the best suited for the post. It is important therefore that your application gives a full but concise description of the nature, level and extent of the responsibilities you have held.
- In your application please explain specifically how you meet the criteria outlined in the person specification. You may write this in the application form or in a separate document if you prefer. Please do not send a CV as we will not consider this.
- We will contact you by letter or email depending on your preference, and if you are selected for interview we will send you details of the interview process.

### **Data protection**

- We will use your application only to inform the selection process. Applications are kept on record for 6 months after they are destroyed. If you are successful, it will form the basis of your personnel record with us and we will store it in a paper file. We will hold any data about you in completely secure conditions with restricted access.
- We will include data that you provide on the diversity monitoring form in a general database for statistical monitoring purposes only enabling us to monitor the effectiveness of our policy on Equal Opportunities and Employment. Individuals will not be identified by name.
- We consider that by submitting the enclosed forms you are giving your consent to the processing of your data in the ways described above.

### **Equality**

- We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled applicants from all backgrounds.

### **Nationality and Immigration Control**

- This post is open to nationals of states within the British Commonwealth and the European Economic Area (EEA). There must be no employment restriction or time limit on your permitted stay in the UK.

### **Informal visits**

- Informal visits to either of our main offices are welcome, or you may arrange an informal telephone discussion.

To do either of the above please contact:

Advice Services Manager Jenny Harding:  
[jenny.harding@casouthwarwickshire.org.uk](mailto:jenny.harding@casouthwarwickshire.org.uk)

## **6. Job Description**

### **Context of role:**

The role of the Training Supervisor is to recruit, develop, support and retain volunteers for our Leamington Spa site and across several outreach venues within the district. You will work closely with the Training Supervisor in our Stratford Upon Avon office including: the sharing of resources and tasks to avoid unnecessary duplication and share and mainstream the best practice of both sites.

### **Role purpose**

To build the service's volunteer advice capacity and develop a Citizens Advice presence across Warwick District.

### **Planning and development**

- Work with the Advice Services Manager to develop and implement CASW Volunteer Recruitment, Training and Retention Strategies.
- Develop links and working partnerships with relevant partner organisations in the community and statutory sectors.
- Adhere to Citizens Advice aims, policies and principles in all planning and development work.
- Ensure that all volunteer development target delivery is met and report on its success to Warwick District Council and other funders
- Work with the other members of the supervisor team, and advice services manager, to develop and maintain the provision of excellent quality of advice.

### **Volunteer recruitment and selection**

- Promote volunteer opportunities using different channels to target identified groups
- Develop and recruit to a range of volunteer roles to the service needs, with particular emphasis on Advice roles
- Arrange, book and participate in interviews for new volunteers
- Deliver recruitment and selection activities that ensure a fit between bureau needs and volunteer skills and levels of commitment
- Ensure new volunteers have a high quality induction into the learning programme for their role.

## **Training**

- Ensure trainees and other staff are informed of the activities, content and practical issues in the Citizens Advice learning programmes.
- Assess the competence of new advisers against Citizens Advice and bureau requirements.
- Ensure the individual training and development needs of new gateway assessors advisers are identified and met.
- Select appropriate methods to meet identified training needs.
- Ensure that individuals are trained and ready to operate in partner/outreach venues including training on the use of mobile technology
- Oversee the bureau training programme and where necessary, assist trainees through self-learning modules and review progress on a regular basis.
- Research, design and deliver training programmes
- Arrange visits and placements with outside agencies and organisations.
- Keep individuals' training records up to date.
- Work with the Advice Services Manager and Advice Session Supervisor/s to coordinate the volunteer development to best meet the overall needs of the service.
- Liaise with Citizens Advice training staff, moderators and tutors.
- Identify own training and development needs.

## **Volunteer support and supervision**

- Create a positive working environment in which equality and diversity are fully embedded within the service, dignity at work is upheld and people are able to achieve their best.
- Work with the Management Team to ensure that advice volunteers are effectively performance managed through regular supervision sessions and appraisals.
- Ensure that volunteers have opportunities to continue to develop their skills and maintain motivation levels.
- Ensure activities to recognise and reward volunteers are in place and delivered.
- Contribute to the development of suitable policies and procedures for

volunteer management and ensure that volunteers are aware of how they operate.

### **Administration**

- Provide written and / or oral reports on progress for the Line Manager.
- Ensure trainees are booked on to training courses and other events.
- Ensure stocks of training materials are maintained.
- Provide statistical information on recruitment and training and provide regular reports to Bureau Management.

### **Research and campaigns**

- Promote the importance of research and campaigns work to bureau volunteers and external bodies.

### **Other duties and responsibilities**

- Assist the smooth running of the service by covering some advice sessions for the advice supervisor staff
- Ensure that work reflects the aims and principles of the CAB service and its equality and diversity strategy.
- Promote the work of the Citizens Advice service to outside individuals and agencies
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Carry out any other tasks that may be within the scope of the post to ensure the effective provision of the advice service.

### **Person specification**

1. Experience of volunteering or working in an advice setting and a proven understanding of client interview skills and legal advice issues
2. An understanding of the work of the Citizens Advice service and commitment to its aims, policies and principles
3. Proven ability to manage volunteering issues and a commitment to the value of volunteering.

4. Ability to support volunteers and maintain their motivation.
5. Ability to deliver training modules, combined with an understanding of adult learning techniques / theories.
6. Ability to contribute to planning and implementation of training programmes.
7. Proven ability to line manage staff and improve performance.
8. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the recruitment, supervision and development of staff.
9. A proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
10. Ability to monitor and maintain own standards.
11. Ability to communicate effectively orally and in writing, particularly in an education and development setting.
12. A flexible approach and willingness to work as part of a team. Ability and willingness to work and contribute to a positive, collaborative and supportive team environment with other members of staff

**Citizens Advice South Warwickshire**

**Free, confidential advice.**

**Whoever you are.**

We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



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