

## **Job Description and Person specification**

### **Sherborne Coordinator**

#### **Context of role**

- Responsible to Advice Services Manager

#### **Role purpose**

- To support the Sherborne advice team on a day to day basis.

#### **Key work areas and tasks:**

##### **Team management**

- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff can do their best.
- Assist in the organisation of the volunteer adviser rota.
- Support the health and wellbeing of the advice team
- Assist in the planning and delivery of the learning and development needs of the advice team and in particular of new trainees
- Assist in the regular team meetings and act as a positive voice for the Sherborne team
- Encourage good teamwork and lines of communication between all members of staff

##### **Supervising advice sessions and / or casework**

- Manage the practicalities of the advice session and ensure adequate staffing and resources.
- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
- Ensure that appropriate systems are developed and maintained for case recording, statistics, follow up work and quality control
- Ensure all relevant policies and procedures are followed
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.

## **Partnership working**

- Work with partners of Citizens Advice, including but not limited to Sherborne Town Council and Dorset Council.
- Where appropriate, represent Citizens Advice at local meetings and forums
- Positively promote our clients and the work of Citizens Advice amongst our partners and stakeholders.

## **Generic**

- Undertake advice work as required.
- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaign issues and ensure this topic is promoted and integrated in a way relevant to the role.
- Develop and maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the organisational planning process by providing regular reports and feedback on the areas of responsibility.
- Attend regular local Citizens Advice and external meetings relevant to the role (staff, team, management, trustee board, consortium etc).
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

## **Person specification**

1. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
2. A good, up to date understanding of equality and diversity and its application to the provision of advice, and the supervision and development of staff.
3. Proven ability to manage and support teams whether volunteers or paid staff.
4. Ability to work in partnership with a wide range of organisations for positive benefit
5. Proven ability to plan and deliver training and development needs for others.
6. Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
7. Ability to communicate effectively verbally and in writing and to monitor and maintain recording systems and procedures.
8. Demonstrable understanding of the issues involved in interviewing clients.
9. Demonstrable understanding of the issues affecting society and their implications for clients and service provision.
10. Proven ability to manage / supervise others, including ability to recruit, develop and motivate staff. To develop individuals or groups by providing support, guidance, tutoring and / or training.
11. Proven ability to supervise and monitor advice work and to maintain casework systems and procedures.
12. Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions.