



Debt Supervisor Job pack

Thanks for your interest in working at Citizens Advice North Lincolnshire. 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 North Lincolnshire.

In this pack you'll find information about:

- Our values
- 3 things you should know about us
- The role profile and person specification
- Terms and conditions
- The recruitment process and how to apply

Want to chat about this role? If you want to chat about the role further, you can contact lucy.stephenson@citizensadvicenlincs.org.uk

Our values and behaviours

Our values are the core beliefs we hold as an organisation. They act as guiding principles setting out our purpose and direction.

Our values are:

- We're inventive. We're not afraid of trying new things and learning 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 are honest and open and tell it like it is. We offer support and respect to everyone.
- We're responsible. We do what we say we'll do and keep our promises to each other, to our community and clients and our funders and partners. We remember we work for a charity and use our resources effectively.

Our values are upheld by our behaviours. Our behaviours demonstrate how we live our values every day and in every thing we do.

Our behaviours are:

- Compassion, consistency and connectedness. We are one team, whether working in project teams, across Citizens Advice North Lincolnshire or with our partners for the benefit of our clients and services. We demonstrate empathy and understanding and treat others with respect and kindness.
- Innovation, flexibility and resilience. We continuously seek more innovative ways of delivering services and overcome challenging situations. This enables us to find more effective and efficient ways of working that improve services to clients and enables the organisation to be sustainable ensuring continuity of support for our community.
- Integrity. We do the right thing even when nobody's watching. We act in the best interests of clients and the organisation at all times in all we do and consistently operate to the best of our ability. We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, funders, partners and clients.

- Accountability. Taking ownership for all we do, think and say is vital to creating an environment of honesty, openness and transparency particularly when it comes to delivering great services. We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.

3 things you should know about us

1. We're local and we're national. We are part of the Citizens Advice network and offer direct support to people as one of the 290+ independent local Citizens Advice services across England and Wales.

2. Working collaboratively with our partners is important to us. We work closely with our partners across Place and the wider Integrated Care System. We believe we can achieve more for our clients and the community by working together.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our work mean we make a real impact on behalf of the people who rely on us.

Role Profile

This is an opportunity for you to join an established charity that has an excellent reputation locally as a trusted partner and as a great place to work. Your role will be to manage day to day operations and staffing, focusing resources and ensuring consistent quality assured debt services whilst also delivering a caseload of your own.

You'll have recent experience of delivering and supervising debt and money advice and will be able to demonstrate competence as an adviser and have the ability to undertake technical supervision activities.

Your advice will help people to understand their rights and responsibilities by exploring their problems in depth, proactively encouraging clients to take responsibility for completing actions to resolve problems themselves and taking responsibility for cases and advocating on behalf of clients where appropriate. You'll also be the first point of contact for debt team members providing real time support to advisers managing complex cases.

You'll work closely with our key partners across North Lincolnshire within the statutory and voluntary and community sectors and ensure clients receive a good quality and holistic service that supports individuals to remove the financial and psychological barriers to achieving positive outcomes and build resilience for the future.

You'll be a part of a small, but committed team with big ambitions that works cohesively and effectively together to get things done. You'll be an important and valued member of the team and, with the support of Citizens Advice North Lincolnshire, will be responsible for ensuring people focused outcomes are met in a pressurised environment.

Main Duties and Responsibilities

- To track contract performance and compliance, facilitating successful advice delivery and ensuring accurate data recording
- To ensure quantitative and qualitative impact and outcomes data capture and provide local intelligence and trends data to the

senior management team, board of trustees and partner organisations

- To deliver presentations and briefings about the service and contribute to the overall development of the organisation
- To manage the day to day operations and staffing, focusing resources and ensuring consistent processes across debt advice
- To lead the organisation's quality assurance process and complete monthly independent file reviews and weekly quality reviews within established deadlines
- To provide real time support and supervision to debt advisers enabling them to ensure the accuracy and effectiveness of advice
- To perform advice interview observations to enable the competence and development of individual advisers
- To support advisers in identifying soft skill and technical training needs and offer constructive feedback
- To line manage debt advisers and caseworkers
- To keep legal advice knowledge up to date
- To meet individual performance targets and contribute to the achievement of team targets
- To deliver comprehensive debt advice, casework and advocacy services that meet the required quality standards
- To identify emergencies and refer clients to other specialist services quickly where necessary
- To act for clients where appropriate by negotiating with external parties
- To draft and/or submit written work on behalf of clients including challenging liability for debts
- To prepare cases to the appropriate statutory bodies, tribunals and courts as appropriate
- To support people in-person, via telephone and email, making home and outreach visits where appropriate
- To build trust with people, providing non-judgemental support, respecting diversity and lifestyle choices
- To represent the organisation in a knowledgeable and professional manner at all times
- To maintain appropriate professional boundaries at all times
- To identify your own training and development needs and participate in training opportunities keeping up with legislation, case law, policies and procedures relating to advice

- To reflect on practice and participate in team meetings, practice development forums and supervision
- To refer safeguarding issues in line with local and organisational policy
- To adhere to organisational policies and procedures relating to health and safety, risk and personal safety
- Carry out any other tasks that may be within the scope of the post

Person Specification

Essential Criteria

Written applications will be assessed on the following criteria:

1. Recent experience of delivering and supervising money and debt advice services
2. Understanding of quality assurance and case administration processes
3. Ability to hold and manage difficult conversations and a willingness to challenge constructively

It is expected that applicants will be able to demonstrate the following criteria as part of the interview process. You do not need to address these points on your application:

4. Understanding of the wider determinants of health
5. Ability to use sensitive listening and questioning skills to get to the root of the issues whilst maintaining structure and control of conversations
6. Ability to support people in a way that inspires trust and confidence, motivating others to take actions for themselves
7. Ability to grasp new concepts and information quickly and reason analytically
8. Ability to research and analyse complex information and be able to tailor this to the situation as required
9. Ability to use Microsoft Office and Google Suite systems to create plans and reports and record outcome data
10. Ability to demonstrate initiative, think ahead and take prompt action to solve problems and complete tasks to a high standard

11. Committed to achieving results and demonstrates personal accountability, able to prioritise competing demands in a busy environment and meet deadlines
12. Ability and willingness to work to local policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety
13. Citizens Advice money advice qualification or external equivalent

Terms and conditions

1. Salary

Proficient Salary - £31,185 per annum

2. Flexibility

We are open to all discussions about flexible working. We want to enable you to have a good work/life balance that suits your needs as well as those of the business.

3. Employee assistance scheme

We provide an employee assistance scheme managed by LifeWorks. Benefits include:

- 24/7 - 365 telephone helpline
- LifeWorks online support website
- LifeWorks app
- 6 sessions of face to face counselling per issue – unlimited issues per annum
- Employee legal helpline
- Consulting services – financial, debt advice, housing, relocation, parenting, eldercare, work performance, health and wellness advice and much more
- Childcare and eldercare matching service
- Savings on everyday purchases and life events
- Access for family members and dependants – excluding counselling and legal advice

4. Annual leave

Annual leave is 27 days from 1st January to 31st December, plus 8 bank holidays. We offer additional long service leave of 5 days after 4 years of employment.

5. Pension scheme

Citizens Advice North Lincolnshire provides an employer pension scheme via Nest Pensions. Our contribution to the pension is 3 percent.

Further details of this scheme will be provided to the successful applicant at offer and contract stage.

6. Learning and development

Citizens Advice North Lincolnshire has a coordinated staff training and development strategy. This will mean that training for your current job, and future career developments will be provided and you will be encouraged to take an active role.

7. Disclosure and Barring Service checks (DBS)

The post is not subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

8. Equality and diversity

Citizens Advice North Lincolnshire recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice North Lincolnshire will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. Dignity at work

Citizens Advice North Lincolnshire is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. Political Impartiality

An important part of the principle of impartiality is that Citizens Advice North Lincolnshire staff are seen to be upholding the principle of party

political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

11. Location

Your place of work will be our main offices at Scunthorpe Central in North Lincolnshire though you'll work flexibly to meet the needs of the client. This includes working from community venues across North Lincolnshire and working from home.

12. Hours of work

This is a full-time role working 36 hours and 15 minutes per week.

13. Contract type

Permanent.

The recruitment process and how to apply

You should download or make a copy of this [application form](#) and return your completed form to recruitment@citizensadvicenlincs.org.uk

Please note CV's will not be accepted as a substitute for the application form.

The deadline for applications is the **19 September 2024**

Interviews will be held **27 September 2024**

Important information about the person specification

The person specification plays a key part in our recruitment and selection process. We use the information you provide in this section about your skills and experience to decide whether or not to invite you for an interview. It is important that you give specific examples which demonstrate how you meet the points on the person specification.

No assumptions will be made about your abilities to meet the criteria in the person specification. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

A useful guide to completing the person specification is S.T.A.R:

Specific. Give a specific example

Task. Briefly describe the task/objective/problem

Action. Tell us what you did

Results. Describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Disability

Please let us know if you require any adjustments to be made to the

application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for an interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice North Lincolnshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following the interview.

Criminal convictions

Anyone who applies to work within Citizens Advice North Lincolnshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice North Lincolnshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.