

SOUTH WEST ABERDEENSHIRE CITIZENS ADVICE BUREAU

SESSION SUPERVISOR: JOB DESCRIPTION

South West Aberdeenshire Citizens Advice Bureau (SWACAB), based in Westhill, is an independent and innovative advice organisation providing holistic advice and support to local people.

We are looking for two enthusiastic, dynamic and motivated people to join our team.

- > **Job Title:** Session Supervisor
- > **Location:** Westhill with occasional travel and outreach duties across territory
- > **Hours per week:** 14 hours per week
- > **Type of contract:** Permanent, subject to funding
- > **Salary:** £15.38 per hour (subject to review)
- > **Closing Date:** 21st August 2025
- > **Interviews:** To be confirmed

Employee benefits

SWACAB offers excellent terms and conditions, including a total of 28 days leave and a pension scheme with an 5% employer contribution. SWACAB is an inclusive employer considering flexible working arrangements where appropriate.

How to apply

Please complete the application form linked to this advert and return to Louisa Gallacher Louisa.Gallacher@swacab.org.uk or at South West Aberdeenshire Citizens Advice Bureau, Suite 2, First Floor Offices, Westhill Shopping Centre, Old Skene Road, Westhill, AB32 6RL.

Please note that this post is subject to a satisfactory Level 1 Disclosure check.

Equality & diversity monitoring

To help South West Aberdeenshire Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: Margaret.Shepherd@swacab.org.uk

About us

Our bureau exists to:

- Ensure that people do not suffer through lack of knowledge of their rights and responsibilities, the services available to them, or through an inability to express their needs effectively.
- Exercise a responsible influence on the development of social policies and services, both locally and nationally.
- Lift the burden of worry from clients who do not know what to do by giving them researched options.
- Provide free, confidential and impartial information and advice.
- Our vision is a Scotland where everyone has the advice and information they need to realise their rights and where barriers to accessing those rights are effectively challenged.
- South West Aberdeenshire CAB is committed to equal opportunities both in service provision and employment.
- Charity number: SC037679
- Charity name: South West Aberdeenshire Citizens Advice Bureau.

Summary of main responsibilities:

- The Session Supervisors will ensure the provision of a quality advice and information service to the public by supporting and assisting volunteer advice workers on a day-to-day basis
- The Session Supervisors are responsible for the quality of advice being delivered in line with the Scottish National Standards and Citizens Advice Scotland's Membership standards.

General Responsibilities:

- Provide support for volunteer workers, particularly in relation to complex and/or unusual client enquiries, by being available for consultation during advice sessions
- Ensure quality of advice by monitoring client records and identifying volunteer advisers training and/or support needs
- Ensure that volunteers and paid staff produce accurate and complete client records
- Ensure that research work, telephone calls and/or correspondence relating to casework is undertaken timeously
- Authorise the production of standard letters, e-mails and/or original correspondence necessary to progress client cases
- Ensure that ongoing cases are progressed and recorded appropriately
- Support and maintain uniform advice standards and contribute to their development. Ensure that advice work undertaken complies with CAS Quality Audit standards, Scottish National Standards.
- Support the learning and development of volunteer advisers by providing formal training as and when required
- Contribute to building and supervising an effective team, understanding the importance of continual improvement of the service.
- Undertake advice work as and when required.
- Oversee effective and efficient Triage Service
- Prepare reports as required by the Chief Officer and/or Board.
- Undertake other tasks as may reasonably be requested in supporting the operations of the Bureau.

SESSION SUPERVISOR - PERSON SPECIFICATION

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| QUALIFICATIONS | <ul style="list-style-type: none">• Have completed the Adviser Training Programme and achieved the competences for a generalist adviser.• Willing to undertake appropriate ongoing training to maintain and further competence. |
| ESSENTIAL EXPERIENCE | <ul style="list-style-type: none">• Team working with staff and volunteers• Communicating and liaising with varying organisations• Delivery of advice and information services to clients• familiarity with CAS membership and bureau standards for case recording• Ability to work without supervision• Basic training skills• Ability to deal with staff, volunteers and the public in a calm, caring and competent manner• Ability to analyse and interpret complex information• Ability to prioritise own work and that of others, meet deadlines and manage workload in a pressured environment• Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively |
| DESIRABLE EXPERIENCE | <ul style="list-style-type: none">• At least 2 years' experience of supporting others in advice provision• A working knowledge of CASTLE for purpose of recording client cases• Commitment to ongoing training• Working within the voluntary sector• Experience of supporting vulnerable clients |

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| SKILLS AND ATTRIBUTES | <ul style="list-style-type: none"> • Keyboard and computing IT, database and software skills, including Microsoft (e.g. Word, Excel, PowerPoint, Outlook, Teams), CASTLE, AdviserNet, benefit checking software. • Tutoring, mentoring and coaching skills, and a commitment to the development of all advisers • Excellent communication skills • Positive interaction with staff and volunteers • Be able to be assertive when necessary and challenge appropriately • Effective record keeping • Front line contact skills • Commitment to quality advice for all clients • Have good diagnostic skills and strategic and tactical thinking • Appropriate telephone skills. |
| VALUES AND ATTITUDES | <ul style="list-style-type: none"> • Openness to flexible working • Clear understanding of the importance of excellence of customer service • Commitment to Equality, diversity and inclusion • Ability to deal with volunteers and the public in a competent and caring manner. |
| KNOWLEDGE | <ul style="list-style-type: none"> • Working within the advice sector • familiar with the policies and procedures of the bureau and the network • Key principles of Citizens Advice network. |