

## **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:** £16.00 per hour
- > **Closing Date:** 19<sup>th</sup> September 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](mailto: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](mailto: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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| <b>QUALIFICATIONS</b>       | <ul style="list-style-type: none"><li>• Have completed the Adviser Training Programme and achieved the competences for a generalist adviser.</li><li>• Willing to undertake appropriate ongoing training to maintain and further competence.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>ESSENTIAL EXPERIENCE</b> | <ul style="list-style-type: none"><li>• Team working with staff and volunteers</li><li>• Communicating and liaising with varying organisations</li><li>• Delivery of advice and information services to clients</li><li>• familiarity with CAS membership and bureau standards for case recording</li><li>• Ability to work without supervision</li><li>• Basic training skills</li><li>• Ability to deal with staff, volunteers and the public in a calm, caring and competent manner</li><li>• Ability to analyse and interpret complex information</li><li>• Ability to prioritise own work and that of others, meet deadlines and manage workload in a pressured environment</li><li>• Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively</li></ul> |
| <b>DESIRABLE EXPERIENCE</b> | <ul style="list-style-type: none"><li>• At least 2 years' experience of supporting others in advice provision</li><li>• A working knowledge of CASTLE for purpose of recording client cases</li><li>• Commitment to ongoing training</li><li>• Working within the voluntary sector</li><li>• Experience of supporting vulnerable clients</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

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