

# Inverness, Badenoch and Strathspey Citizens Advice Bureau



**Job title:** Advice Session Co-ordinator  
**Reporting to:** Assistant Chief Executive

## **Purpose of Role:**

To ensure that the bureau Front Line Advice Service provides high quality advice to clients and to co-ordinate triage, all frontline advice staff and volunteers. Ensuring that all first point of contact enquires are recorded, allocated and followed up in accordance with best practice. To co-ordinate and facilitate the efficient day to day running of advice services operationally.

**Location:** Office Based: Union Street, Inverness  
**Salary:** IBS Point 7 £30,571 per annum pro-rata  
**Hours:** Between 28 - 35 hours per week (Monday to Friday, core hours are 09:00 – 17:00. If worked over 4 days the hours will also be 9am to 17:00 but for 4 days.).  
Job share considered  
**Term:** Permanent

## **The application process:**

**Closing Date:** 14<sup>th</sup> April 2025  
**Interview date:** 22<sup>nd</sup> April 2025  
**Email applications to:** [HR@invernesscab.org](mailto:HR@invernesscab.org)

## **JOB DESCRIPTION**

The purpose of this post is to co-ordinate and supervise the efficient day to day operational running of the general (non-specialist, Level 1) advice services including triage and general volunteer advisers.

The post holder will ensure that all advice client contacts and enquiries are allocated and progressed appropriately and will case check the work of the team to ensure Citizens Advice Membership Standards, Scottish National Standards for Information and Advice Providers and CAS Quality of Advice requirements.

A key part of this role will involve examining current systems, with a view to addressing any gaps in consistency of approach and practice across the advice team.

The post holder will be pro-active and responsive in what can be a fast paced and busy role and will ensure all staff are able to maintain the knowledge, skills, expertise and resources necessary to meet client demand for advice to the standards required.

The post holder will help to record and monitor trends in client contact and to identify where appropriate, social policy issues in order to help deliver on our twin aim of exercising a responsible influence on the development of social policies and services,

both locally and nationally, and representing the organisation in relevant forums to achieve that aim.

As part of the leadership team, the post-holder will help develop and deliver against the organisation's business strategy, with a view to maintaining the highest standard of compliance and where require, increasing the capacity and/or efficiency to meet current and future demand.

### **Key Responsibilities:**

#### **1. Quality of Advice**

- Maintain a good standard of knowledge across all advice topics.
- Co-ordinate generalist advice services, contacts and enquiry management.
- Ensure that all allocated advice enquiries are followed up appropriately, across the organisation and that accurate, legible and comprehensive case records are kept for team members under direction supervision. This should be achieved by:
  - Maintaining up to date policies and procedures which embed a consistent and standard approach.
  - Deliver any on-site induction, training, coaching and briefing sessions for reception, triage, and frontline staff to ensure they remain up to date with and delivering advice to regulatory standards.
  - Undertaking quality of advice case checking on a percentage of advice cases, for the frontline services to help ensure continuity and consistency of holistic advice.
  - Addressing deficiencies in practice as soon as is practical, including providing training, support and coaching, in partnership with relevant line managers as required.
- Ensure evaluations are completed that demonstrate positive outcomes for clients.
- Assist in ensuring that health and safety requirements and building management activities are operationally implemented.

#### **2. Management of staff and volunteers:**

- To oversee the day to day running of the generalist advice service. The team will include, triage, frontline advice staff and general advisers (volunteers).
- Provide 2<sup>nd</sup> tier support and technical advice to staff and volunteers during the live advice session.
- Line manage staff through regular support, supervision and annual appraisal.
- Hold regular staff meetings, ensuring discussion and awareness of all Bureau matters.
- Maintain and develop positive working relationships with staff, volunteers and key stakeholders.

### **3. Management Team Working:**

- Work as part of the Management Team, to ensure the delivery of strategic priorities and to respond to client need, developments in the advice sector and changes in social policy and legislation.
- Introduce new ideas, approaches and/or best practices that add value to our service delivery.
- Support colleagues in delivery of services, providing management cover as required.
- Facilitating adequate cover for reception, triage and the general office as required.
- Undertake peer reviews and monitor audit outcomes to help ensure the organisation is meeting regulatory standards across all services.
- Assist the bureau with national projects as required to meet any performance indicator objectives.
- Carry out any other reasonable tasks as requested by supervisors.

### **PERSON SPECIFICATION:**

#### **Essential criteria**

#### **Qualification:**

- To clearly evidence being able to carry out the tasks required.

#### **Technical skill:**

- A good understanding of welfare rights, housing and money advice processes such as the procedure to challenge benefits decisions and familiarity with a recognised benefit entitlement calculation system.
- A good understanding of housing such as how to challenge housing status decisions by the Local Authority.
- A good understanding of money advice and debt advice such as outcome strategies and the implications of priority debts.
- A good understanding of energy advice such as how to switch supplier.
- A good understanding of employment advice such as how to appeal a dismissal.
- A good understanding of how to access up-to-date money, housing and welfare rights, employment and energy advice policy and legislation and its application.
- Demonstrable experience of supervising staff or volunteers.
- Proven ability to meet targets and deliver successful outcomes.
- Ability to coach and develop others in providing advice.
- An evidenced commitment to continuous professional development.

- Proficient in use of IT systems and Microsoft Office programs including Outlook, Excel, Teams, Word and PowerPoint with a willingness to learn new systems.
- Ability to network and promote our service and to liaise with partner organisations, including strong stakeholder management experience.
- Ability to work under pressure, facing competing demands with limited resources.
- Demonstrable commitment to helping staff and volunteers achieve their potential.
- Demonstrable experience of contributing to organisational change and development.

### **Values and Behaviours:**

- Excellent interpersonal and communication skills.
- Strong communication and team working skills.
- Persuasive and diplomatic with strong influencing skills, able to adapt personal style to different situations and individuals to optimal effect.
- Approachable and friendly; able to build strong working relationships with a range of stakeholders, based on trust and respect.
- Ability to maintain confidentiality at all times.
- A positive can-do and proven effective approach to problem-solving and challenging situations.
- Demonstrable commitment to the aims and principles of Citizens Advice.

### **How to apply**

For further information or to download an application form, please use the link on the advertising website.

**All applications should be returned to us at: [hr@invernesscab.org](mailto:hr@invernesscab.org)**

### **For further information, please contact:**

Business Support Supervisor  
 Inverness Badenoch & Strathspey CAB  
 29-31 Union Street  
 Inverness  
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