

Recruitment pack

Supervisor / trainee supervisor

October 2025



Thank you for your interest in working at Citizens Advice Bath and NE Somerset. This pack will give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- About Citizens Advice Bath and NE Somerset
- Our impact
- Our values
- Role profile
- Job description
- Terms and conditions
- What we offer our staff
- Recruitment timetable and how to apply

About Citizens Advice Bath and North East Somerset

Citizens Advice Bath and NE Somerset is an independent local charity providing information and advice to residents of the Bath and NE Somerset (B&NES) area. We aim to empower people to resolve their problems and change their lives for the better.

We provide free, independent and confidential advice; whoever you are, whatever the problem. We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone in the Bath and NE Somerset area and we work in partnership with other local services to provide the best possible advice and information to meet the needs of local residents.

We offer information and generalist advice on any issue and specialist benefits and debt advice. We also offer specialist legal advice delivered by professionals acting on a pro bono basis. We offer advice by phone and face-to-face appointments. Details of all our advice services are on our website – www.citizensadvicebanes.org.uk

We currently employ 30 paid staff and have around 100 volunteers who deliver most of our generalist advice service and for a variety of support roles. Our current annual turnover is just over £1M; we actively seek to develop new projects and services to meet identified need. We are members of the national Citizens Advice network and hold the Advice Quality Standard. We are founding partners of the local Community Wellbeing Hub.

As well as giving advice we aim to prevent the problems that affect people's lives – we collect evidence of practices and policies that cause the issues we help with; our knowledge of clients' problems and circumstances enable us to campaign for change to get a fairer deal for everyone.

Our values – how we will act

- We aim to be inventive, curious and collaborative, across and beyond the organisation.
- We respect and actively support individuality and diversity.
- We are passionate about our mission; we challenge situations that are unjust and unfair and act with focus and compassion.

Our impact

During 2024-25:

We helped 5,961 local people

We dealt with 20,960 advice issues

Top three advice issues – welfare benefits, utilities & energy, debt

63% of clients disabled or long-term health condition; 12% from a BAME background

Recorded financial gains of £7,010,650 for local communities

90% of clients would recommend the service

The role

We are looking for a supervisor to join our existing team. The role is for two days a week, one of which will be Monday. The second day is subject to negotiation. We would prefer an experienced supervisor, but we will consider taking on a trainee.

Our volunteer advisers are supported by a team of Supervisors who are responsible for planning, organising and managing the practicalities of the daily advice session.

You will provide support to advisers in using the information system and other resources, managing enquiries and identifying options for clients. You will contribute to training in advice work and to quality assurance through case checking and file reviews, giving constructive feedback to volunteers to improve and maintain their performance.

At our drop-in locations supervisors carry out brief initial checks to identify the best route for each client through the advice process. This role will have responsibility for Supervision at our drop-in service in Keynsham on a Monday each week.

Whilst experience of working or volunteering within Citizens Advice would be advantageous, we would welcome applications from candidates with experience of working in similar organisations focused on providing advice and support to clients

Reports to: Service manager (core service)

Job Description

Role Purpose

To co-ordinate, support and manage volunteers and staff involved in delivery of advice and information to clients via face to face, telephone and digital channels.

Context of role

Reporting to the Service Manager, the post holder will undertake day to day management of advice and information sessions (drop-in, appointment and telephone) and participate in quality assurance of the service.

Main areas of responsibility

Learning, development and training

Identify learning and development needs of designated staff and contribute to the bureau's learning and development plan.

Maintain required training including Information Assurance and ensure it is implemented

Deliver group and one to one training to volunteers as required

Contribute to the assessment of competence of designated staff.

Supervising advice sessions and/or casework

Manage the practicalities of the advice session and resources including physical environment, reception and administrative support

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 volunteers 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.

Keep technical knowledge up to date and provide technical support to advisers and/or caseworkers.

Ensure compliance with confidentiality, health and safety, complaints and data protection policies and procedures

Keep up to date with relevant initiatives and developments via journals and newsletters and ensure relevant new information is communicated to the team

Staff 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

Participate in recruitment and selection of volunteers as delegated

Participate in the induction of new staff and volunteers as delegated

Ensure the effective performance management and development of volunteers through Annual Reflection meetings and contributing to ongoing learning and development plans

Check case notes as required

Assess quality of advice in line with national Citizens Advice quality scheme.

General

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 campaigns issues and ensure research and campaigns are 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 organisation's planning process by providing regular reports and feedback on the areas of responsibility.

Attend regular internal and external meetings relevant to the role.

Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the staff and volunteer 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:

Essential criteria

Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service

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

Up to date knowledge of a range of advice areas including the Welfare Benefits system

Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively

Ability to communicate effectively verbally and in writing

Demonstrable understanding of the issues affecting society and their implications for clients and service provision

Proven ability to manage/supervise others, including ability to develop and motivate staff

Proven ability to monitor and maintain service delivery against agreed targets

Ability to prioritise own work and the work of others, meet deadlines and manage workload in a busy environment

Ability to use IT systems and packages, and electronic resources in the provision of advice and the preparation of reports and submissions

Desirable criteria

Experience of managing volunteers

Experience of working in Citizens Advice

Experience of managing telephone and webchat services

Terms and conditions

Location: based at our office in Bath, outreach in Keynsham with occasional home working

Salary: £32,485 (experienced); £25,988 (trainee) – pro rata

Hours: 15 per week (2 days)

Contract: permanent

Job offers are subject to the receipt of two satisfactory references, including from the current or most recent employer.

The successful candidate must have the right to work in the UK and we will ask for documentary evidence of this.

What we offer our staff

- 6% employer pension contribution
- Employee assistance programme
- Five weeks paid annual leave, plus all bank and public holidays
- Three days additional paid leave between Christmas and new year
- Flexible working arrangements

Recruitment timetable and how to apply

Closing date for applications: Monday 20 October; 5.00pm

Interviews: Tuesday 4 November 2025; central Bath

To apply, please complete an application form ([available to download](#) from our website) and return it -

- by email to the office manager emily.davies@cab-banes.org
- by post to Citizens Advice Bath & NE Somerset, 5 Palace Yard Mews, Bath BA1 2NH.

For an informal discussion about the role, please email the service to arrange a convenient time – sandra.parkin@cab-banes.org

Citizens Advice Bath and North East Somerset is the operating name of Bath and District Citizens Advice Bureau, a registered charity and company limited by guarantee. Charity Registration Number: 1025392; Company Registration Number: 2845028 England; Registered office: 5 Palace Yard Mews, Bath, BA1 2NH; Financial Conduct Authority Number: 617504