



Advice Session Supervisor Job pack

Thanks for your interest in working at Citizens Advice Woking.

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.

In this pack you'll find:

- Our purpose
- 3 things you should know about us
- About Citizens Advice Woking
- The role profile and person specification
- How to apply

We are looking for a self-motivated individual with the proven ability to manage and supervise a team of advisers. Alternatively, this could suit an experienced Citizens Advice qualified Adviser or Caseworker seeking to move into a supervisory role.

The role's main purpose is to provide supervision and support to our volunteer Advice team by coordinating advice sessions and ensuring we meet our quality targets.

We are looking for someone with a compassionate and patient attitude, who is a strong team player, has an eye for detail and great people skills. You will have excellent written and verbal communication skills and the ability to use a range of IT systems. You will thrive in a busy environment, have a positive outlook and an understanding and commitment to the aims and principles of Citizens Advice.

Citizens Advice values diversity, champions equality and challenges discrimination.

We encourage and welcome applications from people of all backgrounds.

We particularly welcome applications from disabled and Black, Asian, and Minority Ethnic people, as they are currently underrepresented in our workforce.

Our purpose

We exist to shape a society where people face far fewer problems. Our national charity and network of local charities are united by this common purpose.

We're driven by our ambition to make things better for people, individually and collectively. We're driven by the power of good advice, to help people solve their problems.

And we're driven to change the underlying causes of problems, through our work with government and other organisations.

3 things you should know about us

1. We're local and we're national. The national charity has 4 administrative offices in England and Wales supporting the work delivered by around 240 independent local Citizens Advice member Charities.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

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



About Citizens Advice Woking

Citizens Advice Woking (CAW) is an independent local charity and a company limited by guarantee. We provide free, confidential, impartial, independent advice for the benefit of the local community, to exercise a responsible influence on the development of social welfare policies and to ensure individuals do not suffer through lack of knowledge or an inability to express their needs effectively.

CAW provides services in the following locations:

- Woking Town Centre (Provincial House, 26 Commercial Way, Woking GU21 6EN)
 - Telephone advice service via Surrey Adviceline: Monday to Friday, 10am to 4pm
 - Drop-in sessions for initial assessments: Tuesday to Thursday, 10am to 1pm
 - Advice appointments: Monday to Friday, 10am to 4pm
 - Specialist caseworker appointments, by arrangement: Monday to Friday, 10am to 4pm
- The Byfleet Methodist Church, Rectory Lane, Byfleet, KT14 7LL
Funded by United Byfleet Charity
 - Drop-in sessions for initial assessments: Wednesday, 12 to 2.30pm
- Ukrainian Hub, based at our offices, funded by Woking Borough Council
 - Drop-in sessions for initial assessments, for the Ukrainian community: Tuesday, 10:30am to 2:30pm
- The Mascot Hub, Sheerwater Nursery Building, Blackmore Crescent, Sheerwater, Woking, GU21 5NZ
 - Drop-in sessions for initial assessments: Thursday, 10am to 12pm

We also run the following Projects on behalf of different funders:

- I Access Community Drug and Alcohol Service: Funding from Surrey and Borders Partnership NHS Foundation Trust to provide a generalist adviser to advise on all enquiry areas.
- Trussell Trust Foodbank: Funding to provide a generalist adviser at the Foodbank.
- Refugee Support Funding from Woking Borough Council to provide welfare benefit advice to support the Syrian and Refugee community and to provide generalist advice to the wider refugee community.

Governed by a Board of 9 trustees, we have a highly skilled workforce to support the organisation. This includes 10 paid staff, FTE and around 50 volunteers.

Our generalist advice service is provided by volunteers who carry out reception and administrative duties, give information and advice, fulfil research and campaign roles and are managed and supported by paid staff. We also have paid caseworkers in the areas of welfare benefits and housing.

Woking is often considered to be an affluent area with high levels of employment and rates of home ownership, however there are significant pockets of deprivation across the borough, and our priority is to support the most vulnerable in our community. The main enquiry areas of welfare benefits, debt and housing continue to be the issues that most of our clients need help with.



Role profile

Supervising

1. Manage the practicalities of the advice session and ensure adequate staffing and resources.
2. Keep advice knowledge up to date and provide appropriate level of support and supervision to individual volunteers depending on their level of competence.
3. Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service and ensure clients do not suffer detriment due to poor or inadequate advice.
4. Undertake quality assurance including case checking and giving constructive feedback to volunteers with a view to maintaining their motivation, allowing them to develop their skills and achieve our quality objectives.
5. Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork, and clear lines of communication.
6. Create a positive working environment in which equality and diversity are well- managed, dignity at work is upheld, and volunteers are motivated to do their best.
7. Take lead responsibility for other key areas of the service as agreed with managers.

Research and Campaigns

8. Keep up to date with research and campaigns issues.
9. Promote research and campaigns activity to the volunteer team.

Learning and development

10. Identify the learning and development needs of the volunteer team.
Contribute to the organisation's learning and development plan.
11. Organise internal and external learning and development activities to ensure competence and continuing development of the volunteer team.
12. Carry out supervision of the volunteer team through regular feedback, one to one and annual appraisals.
13. Participate in the recruitment and selection process of new volunteers.
Support new volunteers through induction and training to achieve competence.

Professional development

15. Keep up to date with legislation, policies and procedures and undertake appropriate training including annual Data Protection training.
16. Attend relevant internal and external meetings as agreed with the Operations Manager.
17. Prepare for and attend supervision sessions/team meetings/staff meetings/

board meetings as appropriate.

Other duties and responsibilities

18. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service.
19. Demonstrate commitment to the aims, principles and policies of Citizens Advice.
20. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Essential Criteria

1. Recent experience of advice work.
2. Experience of supervising staff and volunteer advice workers to achieve required standards.
3. Ability to motivate volunteers, including giving and receiving feedback objectively and sensitively.
4. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
5. Ability to communicate effectively both orally and in writing.
6. Understanding of the issues involved in interviewing clients.
7. Experience of working to prescribed quality standards.
8. Ability to prioritise own work and the work of others, meet deadlines and manage workload in a pressured environment.
9. A flexible approach and the ability and willingness to work as part of a team.
10. Ability to monitor and maintain recording systems and procedures, using IT as appropriate.
11. The ability to work flexibly at different locations and with different teams of staff and volunteers.
12. Understanding of and commitment to the aims and principles of the

Citizens Advice service and its equal opportunities policies.

13. Understanding of, and ability to undertake research and campaigning work.

Desirable

1. Advice Session Supervisor experience at a local Citizens Advice office.
2. Appreciation of the local community and social challenges in the area.



Terms of Appointment

Job Title:	Advice Session Supervisor
Location:	Citizens Advice Woking
Hours:	37.5 hours per week (5 days)
Salary:	28,080 to 31,200 (FTE) per annum, dependent on experience
Holiday:	25 days annual leave (FTE) plus public holidays
Contract term:	Permanent

Please note that applicants must have the legal right to work in the UK. Unfortunately, we are unable to offer visa sponsorship.

Please note that this role is not a qualifying work experience (QWE) position for the purposes of the Solicitors Qualifying Examination (SQE).

How to apply

To apply for the role of Advice Session Supervisor, please send us your CV and a maximum 2 page supporting statement.

The supporting statement should demonstrate how you meet the criteria outlined in the person specification and outline why you are interested in becoming an Advice Session Supervisor at Citizens Advice Woking.

Number of working days can be agreed during the recruitment stage. Although the job is advertised as full time, we will consider job share candidates or candidates who wish to work 4 days a week.

All applications must be sent to wokingca@gmail.com

Closing date for applications: 5pm on Monday 5th October 2026.

Applications will be reviewed on receipt on a rolling basis, and we reserve the right to close earlier if applications from sufficient suitably qualified candidates have been received.