

**Citizens Advice Tandridge District**

**Advice Service Manager**

Job Advert

**Job summary**

**Salary £33,000 - £35,000 depending on experience and pro rata as applicable.**

**Location - Caterham and Oxted**

**Workplace - Office based**

**Contract – Permanent**

**Hours per week - 37.5 (open to negotiation)**

**Closing date – 31st October 2024**

**About the role**

Citizens Advice Tandridge District have an exciting opportunity to join our small friendly advice team as an Advice Service Manager, working in our Caterham and Oxted offices.

The successful candidate will be responsible for and have:

* Great interpersonal skills and an advice background to manage our advice services.
* They will be responsible for the day to day delivery of our advertised advice services, including supporting training, overseeing and supervising the quality of advice given and managing performance of staff and volunteers.
* The ability to bring out the best in the team, as well as to ensure the highest quality of advice across our core service and varied projects.
* Be a trained Advice Session Supervisor/ or knowledgeable generalist adviser/caseworker and/or willing to complete the appropriate training.
* You will be part of the senior management team, inputting into the running of the office, developing relationships with relevant stakeholders and funders where appropriate and promoting our service.
* You will ensure new initiatives are implemented smoothly and that volunteers, staff and supervisors are appropriately supported and developed.
* The role includes providing cover for Advice Session Supervisors and filling short-term gaps in staffing as necessary.
* We will consider applicants who have experience of working in the advice sector and of managing volunteers

Joining Citizens Advice means becoming part of a team dedicated to making a real difference in people’s lives. You’ll have the opportunity to work alongside passionate professionals in a supportive environment that values integrity, support, inclusion and collaboration. If you’re ready to take on a pivotal role that impacts every people’s live and contributes to a greater cause, we’d love to hear from you.

The Citizens Advice service values diversity, promotes 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.

How to apply

You can email sarahhm@catd.org.uk to find out more information about this role and how to apply