

Recruitment pack

Thanks for your interest in working for Citizens Advice Oxfordshire. 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:

- 3 things you should know about us
- How Citizens Advice Oxfordshire works
- Our values
- Overview of Citizens Advice
- Other staff benefits

Application deadline: 9am, Monday 22nd December 2025. Please note that we may close applications early if a suitable candidate is found, so please apply promptly.

Interview dates: Week commencing 5th January 2026

Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling staff-recruitment@caox.org.uk 01993 892063

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 230 independent local Citizens Advice services across England and Wales.

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.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

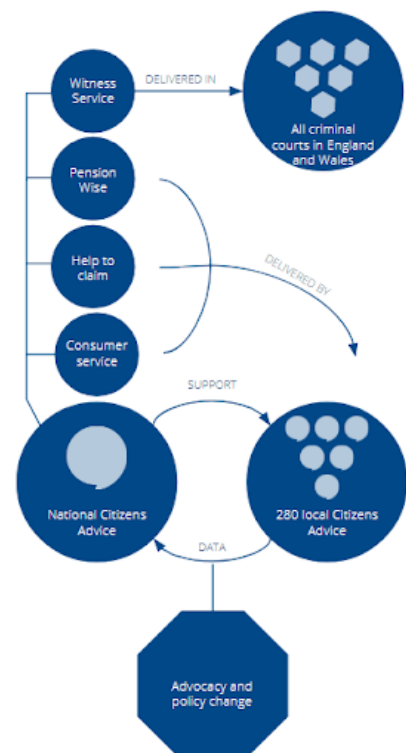
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

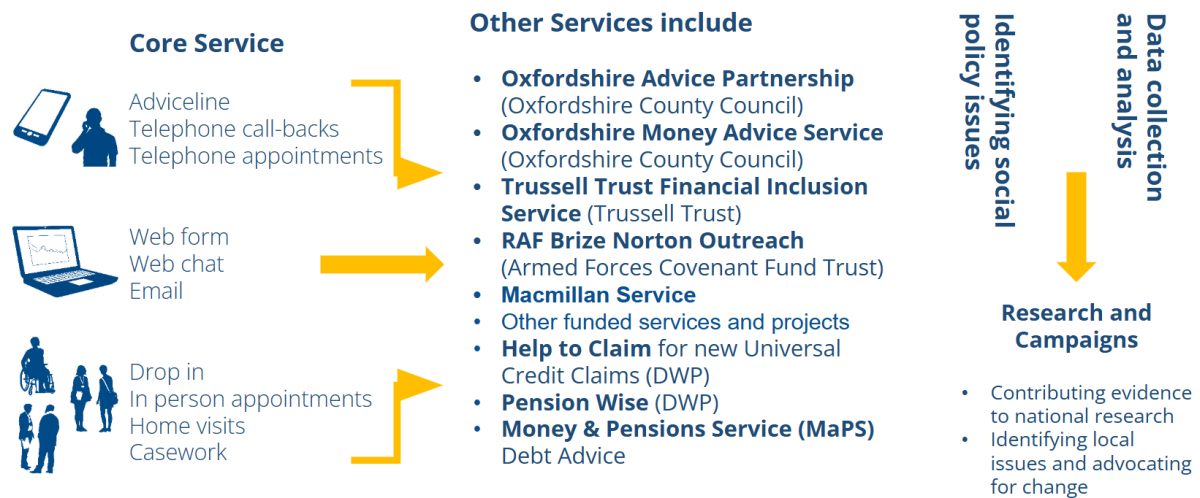
Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Citizens Advice Oxfordshire works



How our service works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice.

● Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



Advice Session Supervisor



The role

As Advice Session Supervisor you will be responsible for overseeing daily advice sessions to ensure clients receive high-quality, accurate, and timely advice. You will provide support, guidance, and feedback to advice staff and volunteers, ensuring consistently high quality of service and managing the smooth practical running of advice sessions. You will support advisers working across a variety of channels, including face to face, telephone, and web-based channels as needed. This may include remote supervision of outreach advisers and advisers based in another office. You will be part of a team of Advice Session Supervisors both within your local offices of Abingdon and Didcot, and as part of our wider team across Oxfordshire, providing peer support to each other and working together to deliver a consistent, high quality service to our clients across the county.

Reporting to: Advice Services Manager

Line Manager to: Allocated core service volunteers and staff

Other key internal working relationships: Other Advice Session Supervisors, Finance Team and Core Services Manager

Core Purpose

The core purpose of the Advice Session Supervisor role is threefold:

- **Ensuring quality:** actively supporting the quality of advice while taking into account advisor capabilities and experience: guiding the team to information sources; checking that all aspects of a client's situation have been considered; ensuring that follow up work is progressed and that research and campaigns issues are identified.
- **Providing support:** actively supporting each team member to develop their skills and competences, by explaining, guiding, demonstrating, encouraging, suggesting, coaching, giving constructive feedback and challenging appropriately, adapting the level of support to individual competence and need, and taking account of the team as a whole.

Advice Session Supervisor

- **Managing the practicalities of the session:** allocating the team work as appropriate to the channel, managing waiting times and interview lengths, ensuring that appropriate appointments are booked, and if necessary dealing with client or Citizens Advice emergencies.

Role Profile

Service Delivery and Quality Assurance

- Check the rota and resources available before the session
- Brief the team at the beginning of the session and allocate work throughout the session
- Provide immediate guidance and support to advisers and caseworkers at any stage of the advice process
- Manage the session's flow of clients and ensure the efficient use of resources (both physical and personnel)
- Carry out case checking in line with our quality assurance processes and provide constructive feedback to advisers
- Make sure the service is being delivered with the core service principles of confidentiality, independence, and impartiality in mind
- Deal with problems and emergencies, such as issues with clients, unexpected adviser absence, fire/safety issues, and equipment malfunctions as needed with support from the Advice Services Manager
- Prioritise your activities appropriately during busy sessions and be available to your advisers across multiple channels
- Provide assistance with Quality of Advice Assessments and Independent File Reviews as required by your local Advice Service Manager
- Provide remote supervision as required to assist with covering unexpected absences or supporting remote advisers

People Management and Development

- Recognise different levels and types of support requirement for each individual on the team
- Ensure fair allocation of work and encourage teamwork
- Acknowledge expertise and utilise the strengths of team members to optimise our clients' experience

Advice Session Supervisor

- Actively support and reassure team members, offering help when difficulties are noticed
- Provide clear, actionable feedback to team members and constructively challenge negative attitudes
- Identify development and training needs to the individual and Advice Service Manager
- Actively support trainee advisers by case checking along with informal and formal recorded feedback to aid their progression to competence
- Hold regular supervisions and appraisals with advisers under your line management to promote their learning, performance, and development
- Contribute to the organisation's learning and development plan thorough support and supervision
- Assist with selecting and onboarding new volunteers as required by your local Advice Service Manager

Research and Campaigns

- Stay informed about Citizens Advice policies, campaigns, and strategic priorities
- Ensure that during advice sessions, research and campaigns issues are identified and recorded and evidence forms are completed
- Use your local knowledge to support the local research and campaigns team by reporting new and emerging issues from your advice sessions
- Support advisers in finding, explaining, and interpreting information related to research and campaigns issues

Other Duties

- Keep your own technical knowledge up to date by proactively pursuing training and development opportunities
- Work flexibly and cooperatively with colleagues
- Assist the Advice Services Manager to resolve complaints, data issues, and confidentiality issues as required
- Assist your team to identify safeguarding issues and report these to to the Advice Service Manager or any Safeguarding Deputy/Lead
- Uphold health and safety standards and take responsibility for your own wellbeing and that of colleagues
- Attend internal and external meetings relevant to your role

Advice Session Supervisor

- Maintain effective administrative systems and records as locally required
- Undertake any other tasks within the scope of the role to support service delivery



Person Specification

1. Substantial experience of delivering both generalist and benefits advice.
2. Proven ability to successfully manage and motivate staff or volunteers, and an understanding of the challenges of doing so both in person and remotely.
3. A history of forming positive and collaborative working relationships, with the ability to both give and receive feedback constructively.
4. Experience of monitoring and maintaining service delivery against quality and compliance requirements.
5. Familiarity with casework recording systems and commitment to following quality assurance processes.
6. Ability to meet the Money Advice and Pensions Service quality framework for debt advice to supervisor level, by supplying evidence of accreditation or a willingness to complete the appropriate training.
7. The ability to research, analyse, and present complex information clearly both verbally and in writing.
8. Excellent organisational skills, with the ability to manage competing priorities in a pressured environment.
9. Confidence using IT systems and digital tools to support advice delivery and willingness to embrace innovation.
10. A good understanding of the local issues affecting our clients and how these shape service needs.
11. A proactive approach to your own learning and professional development.
12. Commitment to, and ability to work within, the aims, principles and policies of the Citizens Advice service

In accordance with Citizens Advice policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and Conditions

- Hours:** Minimum 14.8 hrs (0.4 FTE) per week (1 day Abingdon, 1 day Didcot)
- Location:** Our offices in Abingdon (OX14 3JD) and Didcot (OX11 7NU)
- Contract:** Permanent
- Salary:** FTE £29,247 - £30,462 depending on experience (full time is 37 hrs)
£11,698 - £12,184 actual salary for 14.8 hrs per week
- Expenses:** Any additional travel above home to work can be claimed at £0.45 per mile
- Other:** A laptop and any other essential equipment will be provided



Other staff benefits

Workplace Pension

- 5% employer contribution, minimum 3% staff contribution

Generous Holiday allowance

- 31 days plus bank holidays (pro rata for part time roles)

Ongoing training and development opportunities:

Your line manager and our Training Team will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.

Regular personal supervision and annual appraisal

Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you