

# **Citizens Advice Mid Norfolk**

## **Require an Advice Session Supervisor**

Responsible to: Citizens Advice Mid Norfolk Manager  
Salary: £11,381 p.a  
Hours: 18 hours p.w  
Location: At the Dereham Office with occasional  
cover at Watton and Holt office  
Closing Date: 31 August 2017  
Interview Date: 8 September 2017  
Start Date: TBA

You will be responsible for assisting with the QAA and the supervision of generalist advice sessions.

Computer literacy and the ability to work in an organised and methodical way paying attention to detail is essential, as is an overall commitment to quality and the ability to be self managing.

You will need a thorough knowledge of advice work ideally in a role supporting others in the provision of advice. Recent staff supervision is desirable, alongside an understanding of the support, development, motivation and performance of others towards a minimum standard. The role is highly interactive and requires someone who enjoys teamwork and has excellent interpersonal skills.

You must be committed to the aims and principles of the Citizens Advice service and able to work strictly within membership/audit guidelines.

Application packs available from:

Citizens Advice Mid Norfolk

Email [manager@midnorfolkcab.org.uk](mailto:manager@midnorfolkcab.org.uk)

Telephone 01362 692546