

ADVICE SPACE - ADVICE TEAM LEADER (JUNE 2024)

JOB DESCRIPTION

Main duties and responsibilities

1.0 Development of staff and volunteers

- Manage, develop, and motivate the team of Advice staff and volunteers.
- Work closely with the HR Manager and Management in the recruitment, selection and training of Advice staff and volunteers.
- Agree and support the induction process for new staff and volunteers.
- Carry out supervisions and Appraisals on staff assigned to you.

2.0 Service Delivery

- Ensure logistically that the daily needs of operations are agreed, notified to staff and in place in advance (e.g. monthly rota's).
- Liaise with the Services Manager and Macmillan Co-ordinator on matters in relation to the performance of projects, services and quality to ensure the effective and smooth running of operations is in place.
- Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility.
- Contribute to maintaining good relationships with key stakeholders and trusted partners and identify potential partners to develop referral relationships with.
- Ensure GDPR compliance for clients of services is in place and reviewed at least annually and any issues or non-compliance reported to the Data Protection Officer/Services Manager.
- Attend Senior Management Team and Management related meetings as required in role.

3.0 Quality Assurance

- Quality assure cases ensuring that they meet the relevant quality advice standards used by Advice Space.
- Carry out regular checks, assessments and internal audits as required under the relevant standard (e.g. NIAQS) while liaising on an ongoing basis with advisers, offering feedback, coaching and support with the processes and use of back-office systems, including Advice Pro.
- Report on any findings, including good practice and any improvements identified escalating any issues to management as required.
- Identify any risks on advice provided.
- Follow up any outstanding compliance requirements.
- Co-ordinate with other staff involved in adviser supervision to ensure consistent policy and practice.
- Develop and maintain effective administration systems and records relevant to the role.
- Complete and distribute quality documentation.

- Liaise with key personnel and external organisations to ensure quality levels are maintained and opportunities for improvement to systems are made.
- Assist in the management of advice resources, ensuring documentation and samples are maintained.
- Keep up to date with legislation, regulations, contract requirements and any changes in provision of service advice and the impact it may have on service users, or current ways of working.

4.0 Learning & Development

- Engage proactively in learning and development opportunities (self).
- Identify the training needs of Advisers through feedback sessions and contribute towards the Organisational Learning and Development Plan.

5.0 General

- Create a positive working environment in which equality and diversity are well-managed and dignity at work is upheld.
- Keep up to date with Advice Space aims, policies and procedures and ensure compliance.
- Abide by Health and Safety guidelines and share responsibility for own health and safety and that of colleagues.
- Undertake any other reasonable tasks within the post holder's capacity.

ADVICE SPACE: ADVICE TEAM LEADER - PERSON SPECIFICATION

| CRITERIA: | ESSENTIAL: | DESIRABLE: |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| QUALIFICATIONS | OCN Adviser Training Programme (ATP) <u>or equivalent</u> (e.g. Welfare Rights Advice Programme formerly known as WRAP).* | |
| EXPERIENCE | <p>Minimum of two year's recent, relevant experience of working in the advice sector. *</p> <p>Experience of using IT systems including telephony platforms, database software and utilising online information resources. *</p> <p>Experience of giving and receiving feedback objectively and sensitively and a willingness to challenge constructively. *</p> <p>Experience of creating and understanding reports and spreadsheets, as well as the ability to present findings and trends. *</p> | <p>1 year+ experience managing staff in last 3 years. *</p> <p>1 year+ experience managing volunteers in last 3 years.*</p> |
| KNOWLEDGE | Good knowledge of Advice Quality Standards and understanding of good quality advice for clients. * | |
| SKILLS | <p>Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff and volunteers are empowered and motivated to do their best.</p> <p>Good interpersonal and communication skills (<i>verbal and written</i>) with good attention to detail.</p> <p>Good time management skills being able to prioritise effectively, multi-task and to cope well under pressure.*</p> <p>Proven ability to build relationships at all levels.*</p> | |
| OTHER | <p>Commitment to always adhere to the Advice Space organisational values and policies.</p> <p>Commitment to reflective performance and continuing professional development.*</p> <p>Ability and willingness to attend all Advice Space Belfast office sites as required (Noth/South/East & West).</p> | |

*denotes criteria to be used in shortlisting process