

## Advice Centre Team Leader (Cover)

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- Full time 37 hours per week
- Covering Chester, Ellesmere Port, Northwich and Winsford offices
- Salary: £23,866 pa

### The organization

Citizens Advice Cheshire West is the largest independent provider of generic advice within the district. With four separate offices across Cheshire West and over 100 volunteers and employees we are a locally focused charity providing free, impartial advice and information on a wide range of issues to our community.

### The opportunity

We have an exciting opportunity for an enthusiastic team leader to work as part of our Volunteer Service Team providing cover supervision and support for our frontline service in each of our four Advice Centres. Responsible for overseeing the service to our clients and ensuring seamless service provision from the first point of contact onwards, you will supervise a team of volunteers providing feedback, support and encouragement to aid their development within the service.

### The ideal candidate

This is a forward thinking, energetic role with lots of face to face interactions. Ideally you will have proven experience of an ability to work in a fast paced environment handling administration systems, client interactions and providing volunteer support and supervision. You must have excellent communication skills.

### What we offer

As an employer we offer flexible working (subject to approval and business needs), enhanced holiday entitlement, and enhanced sick pay. We provide support, coaching and mentoring, and encourage staff to have autonomy in their work.

### Applications

If you would like to discuss the position further, please contact Neil Jones on 01606 815277.

To apply please visit our website [citizensadvicecw.org.uk/vacancies/](http://citizensadvicecw.org.uk/vacancies/) or contact Nicki Berg on 01606 815266 for an application pack.

The application deadline is noon on Thursday 7th February 2019 and interviews will be held week commencing 11th February 2019.

**Citizens Advice Cheshire West is committed to equality and diversity and welcomes applications from all sections of the community.**

**Citizens Advice Cheshire West treats your personal data collected during the recruitment process in accordance with its data protection policy. Information about how your data is used and the basis for processing your data is provided in our job applicant privacy notice at [www.citizensadvicecw.org.uk/vacancies](http://www.citizensadvicecw.org.uk/vacancies)**