

- Part time 18.5 hours per week
- Chester & Northwich
- Salary: £23,866 pa (pro rata)

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 new opportunity for an enthusiastic team leader to work as part of a team providing support and supervision for Adviceline, our telephone advice service. Responsible for overseeing the telephone advice service to our clients, you will develop and support a team of volunteers whilst initially providing frontline telephone advice yourself. You will also be required to provide cover in our four Advice Centres as and when needed.

The ideal candidate

This role requires innovation, forward thinking and planning. Ideally you will have proven experience of face to face and telephone advice, working 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/ 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