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| **Job Title:** | Senior Telephone Assessor |
| **Salary:** | £26393.75 pro rata |
| **Location:** | Hybrid – Home and Office based |
| **Role purpose:** | Citizens Advice County Durham wish to continue to deliver a service which offers support to clients via the telephone on a range of issues.  The successful candidate will support with the development and training of telephone and webchat volunteers and deputise for the manager in their absence.  Overseeing their advice standards and quality, the successful post holder will provide real time training and development opportunities in line with the new service delivery model. This will involve providing advice, signposting to other appropriate organisations and utilising internal referral mechanisms to ensure clients receive the best outcomes.  Key duties include supporting telephone staff and volunteers, taking calls, and ensuring targets and quality standards are maintained to ensure contract compliance.  You will need to demonstrate good communication skills, have an excellent knowledge of Citizens Advice systems and generalist advice, and be willing to develop your leadership skills in accordance with CACD culture and working practices.  You will have good IT skills to support advisers with any day-to-day issues arising and then support them with assisting clients with all aspects of advice (via digital and non-digital means).  The successful candidate will display a strong commitment to the aims, principles and values of the Citizens Advice Service, including a strong commitment to Equality, diversity and inclusion. |
|  | **Key Duties** |
|  | * Support the Manager with all aspects of the telephone project to ensure successful delivery of targets and quality and providing support to all within the team. * Answer calls when not supporting other team members * Work collaboratively with colleagues and encourage good teamwork, clear lines of communication and common practices within the telephone team and CACD, ensuring that you are an advocate of CA values. * Ensure that the work produced by the team meets the quality standards by conducting case checking and feeding back to individuals. * Ensure that the team meet individual and collective targets, monitoring and addressing performance issues should they arise. * Manage task lists and other referral portals and assign tasks to advisers, ensuring these are completed within specific timescales * Ensure training and development of individuals is kept up to date and any new training organised by managing resource to ensure availability to manage workload. |

Person Specification

* Excellent, in-depth knowledge of the current CACD multi-channel offer, IT systems (Casebook, Connect) and the ability to apply that knowledge to continued successful team performance
* Recent experience of giving advice via telephone, using listening skills, reflection and the ability to communicate complicated information in an easy-to-understand manner.
* Proven ability to give feedback objectively and sensitively to advisers, identifying and communicating areas for training or development, considering QAA and IFR quality monitoring guidance.
* Proven ability and willingness to assertively and collaboratively lead a team, with a focus on maintaining effective communication and team inclusion.
* Ability to develop and maintain positive working relationships alongside other supervisors/team leaders and/or managers with CACD.
* Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
* A good up to date understanding of equality and diversity and its application to the provision of advice
* Commitment to personal development