



Rural Cambs

Community Advice Lead

Thank you for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role, profile and personal specification
- Our values
- 3 things you should know about us
- How Citizens Advice Rural Cambs works
- What we give our staff



Terms and conditions

- **Location:** Pathfinder House, Huntingdon – Office based
- **Hours:** 37 hours per week
- **Salary:** £31,707- £35,170 (salary increase pending)
- **Type of contract:** Fixed term until 31st March 2029
- **Reporting to:** Operations Manager



The role

- The Community Advice Lead will primarily supervise and lead a team of advisers, ensuring the delivery of a high-quality, client-focused advice service. The team will support clients across income maximisation, benefit applications, debt advice, housing, and employment issues, in outreach and community settings
- The post holder will provide a vital link between initial contact and advice services, working closely with the Operations Manager, Advice Co-ordinator, Advice Session Leaders (ASLs), QAA assessors, and the Training Team to ensure a seamless, effective service.



Role profile

Lead and Supervision

- To provide leadership and supervision to community and outreach advisers
- To deliver regular 1-1 supervision and support sessions, promoting continuous professional development within the team
- To monitor and implement performance management processes, including performance improvement plans, recognising good practice and supporting continuous improvement across the team.
- To work towards and support the achievement of organisational, team and individual KPIs and targets.
- To monitor the quality of advice provided by the team
- To ensure the team is fully integrated with the wider CARC team, encouraging teamwork and sharing of best practice.
- To support the practical delivery of advice services

- To ensure all work complies with our quality standards, and organisational policies. Ensuring high standards of service delivery are achieved and maintained
- To support advisers in understanding all advice areas, including Debt, Benefits, Financial Skills, Housing & Employment
- To identify opportunities to increase the capacity of the service
- To work collaboratively with staff and volunteers to provide a holistic advice service.
- To coordinate regular meetings for advice staff (both virtual and face-to-face)
- To ensure effective communication and teamwork across CARC
- To arrange appropriate cover for annual leave and sickness
- Travel between CARC office and outreach locations as required

Administration

- Report to the Senior Leadership Team on:
 - Areas for development
 - Concerns and risks
 - Achievements and successes
- Monitor and report on statistical data, including:
 - Call handling performance
 - Waiting times
 - Identify emerging local and national issues and contribute to service improvement and policy development

Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Professional Development

- To mentor, coach, and support advisers, helping to build knowledge, confidence, and competence.
- To identify learning needs and assist in delivering training, briefings, and development activities.
- Attend relevant internal and external meetings as agreed with the line manager.

- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with initiatives for the improvement of services

Other

- To encourage strong teamwork and collaboration across the organisation.
- To work cooperatively with staff and volunteers to support delivery across all advice areas where appropriate.
- To uphold and promote the values, aims, and policies of Citizens Advice Rural Cambs.
- To comply with health and safety policies and contribute to a safe working environment.
- Maintain accurate records using IT systems for reporting, and administration
- To undertake any other duties within the scope of the role to support the effective delivery and development of the service.



Person specification

Essential Criteria

1. Minimum of 2 years' experience leading and supervising a team
2. Experience of People Management (HR)
3. Experience conducting 1-1s, review meetings, and providing feedback
4. Ability to supervise, support, and guide a team to maintain quality standards
5. Strong understanding of high-quality advice services, with demonstrable experience
6. Excellent communication and interpersonal skills
7. Ability to explain complex information clearly
8. Strong organisational skills, including prioritisation and meeting deadlines
9. Competency in IT systems for accurate recording and reporting
10. Ability to work collaboratively across organisations and teams
11. Commitment to ongoing professional development
12. Understanding of client outcomes and service impact monitoring
13. Flexible and adaptable approach to work
14. Ability to prioritise workload, work under pressure, and meet targets
15. Commitment to Citizens Advice values, including equality, diversity, and inclusion
16. Non-judgemental, approachable, and professional manner
17. Willingness to undertake training and support team development
18. Access to a vehicle and willingness to travel between sites (mileage payable)

Desirable Criteria

1. Citizens Advice generalist adviser qualification/experience
2. Human Resources (HR) qualification
3. Project management experience
4. Knowledge of UK employment law



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.



3 things you should know about us

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us

How Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice. We also support clients in East Cambridgeshire through various projects.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday (this is in addition to annual leave entitlement)
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Programme
- Shopping and Lifestyle benefits scheme



Valuing inclusion

Our staff and volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental

health conditions, neurodiverse, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.