



Gateway Supervisor

Responsible to: Service Manager

Salary: £29,473 FTE (Scale 5, Band 1)

PURPOSE OF THE JOB

- To work with the Performance and Quality Manager to recruit, train and develop volunteers in the Gateway role; answering client enquiries by phone, face-to-face and on-line
- To supervise Gateway Assessors and check their work for quality assurance purposes, ensuring they reach the required competency for their role
- To work collaboratively with colleagues and encourage good teamwork, clear lines of communication and common practices within the organisation.

JOB DESCRIPTION

1. Gateway Supervision

- 1.1 Participate in the recruitment and selection activities for Gateway Assessors
- 1.2 Contribute in the induction of all new Gateway Assessors
- 1.3 Ensure the effective performance management and development of Gateway Assessors through their learning and development plan and regular progress reviews / annual appraisals
- 1.4 Identify training and development needs of Gateway Assessors
- 1.5 Develop relevant learning activities, including organising training (group and/or one to one) to ensure the Gateway Assessors meet the required competency for their role.

2. Administration

- 2.1 Work with the Training and Quality Supervisor to develop and maintain effective admin systems and records relevant to the role
- 2.2 Maintain case records using Casebook, or other suitable computer-based package, for the continuity of casework, information retrieval, statistical monitoring and report preparation
- 2.3 Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document production.
- 2.4 Provide statistical information for reporting purposes as necessary
- 2.5 Ensure that all work conforms to the organisation's systems and procedures

3. Information Technology

- 3.1 Proficiency in the use of Microsoft Office suite of packages, particularly Word, Outlook, PowerPoint and Excel.
- 3.2 Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document production

4. Confidentiality and Data Handling

- 4.1 Ensure information assurance training is undertaken on an annual basis and that all sensitive data is adequately protected and handled in accordance with the organisation's confidentiality systems and procedures, in line with data protection regulations.

5. Working with Others

- 5.1 Develop and maintain good working relationships with the team, sharing information and making a positive contribution
- 5.2 Develop and maintain good working relationships with other statutory and voluntary service providers and other external stakeholders, relevant to the project beneficiary group.

6. Public Relations and Liaison

- 6.1 Promote the work of Citizens Advice Westminster both locally and nationally, as required
- 6.2 Represent the organisation and attend relevant internal and external meetings, as required by the line manager.

7. Professional Development

- 7.1 Be willing to undergo training in the use and application of information technology as needed to carry out relevant tasks
- 7.2 Be able to identify own training needs through feedback and self-assessment, and discuss same with line manager, taking responsibility for own development
- 7.3 Attend and contribute to support and supervision and appraisal meetings with the line manager, to further own development.

8. Policies of the Citizens Advice Service

- 8.1 Understand, and be committed to, the aims, principles and policies of the Citizens Advice service and Citizens Advice Westminster
- 8.2 Have due regard for the aims, principles and policies of the Citizens Advice service; positively promote the same, protecting the integrity and reputation of the service in the planning and execution of your duties.

9. Other Responsibilities

- 9.1 Willingness to take a flexible and adaptable approach to service delivery, including working outside of normal office hours on occasion with prior notification. The staff TOIL policy will apply.
- 9.2 Willingness to work at any premises of Citizens Advice Westminster or outreach venue as required, ensuring effective service delivery
- 9.3 Willingness to abide by the Health and Safety guidelines of the organisation, having

- due regard for your own health and safety, and the health and safety of others
- 9.4 Willingness to carry out any other related tasks as required by your line manager which are compatible with the functions of the post.
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PERSON SPECIFICATION

Requirement	Essential or Desirable	Test (Application, Interview, Probation)
Qualifications / Education / Training:		
1. Gateway Competency Certificate or Certificate in Information, Advice or Guidance or equivalent	E	A
2. Must have completed the Citizens Advice adviser learning programme or other advice qualification	D	A
Experience:		
3. A minimum of 1 years' full-time equivalent experience of training, supervising and assessing volunteers in either a paid or voluntary capacity	E	A, I
4. A minimum of 2 years' full-time equivalent experience of working in an advice setting in either a paid or voluntary capacity	E	A, I
5. A minimum of 1 years' full-time equivalent experience of developing training programmes	D	A, I
Knowledge and Understanding:		
6. Must have a clear understanding of, and commitment to, the Citizens Advice Equality & Diversity policies, and the ability to incorporate this into all aspects of your work	E	A, I, P
7. Good working knowledge of software packages, in particular Microsoft Word, Excel, Outlook, and Internet browsers	E	A, I, P
8. General knowledge of diverse enquiry areas, local knowledge and knowledge various charities and agencies	E	A, I, P
9. An understanding of the implications of where one enquiry area is connected to multiple other enquiry areas with generalist knowledge on main enquiry areas	E	A, I, P
10. Must have a clear understanding of, and commitment to, Citizens Advice service's aims, policies and principles	E	A, I, P
11. Must have a clear understanding of, and commitment to, the Citizens Advice Equality & Diversity policies, and the ability to incorporate these into all aspects of your work	E	A, I, P
Skills and Competencies:		
12. Excellent written and verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and on the telephone	E	A, I, P

13. Demonstrable understanding of the main enquiry issues involved in assessing competencies and quality standards	E	I, P
14. Demonstrable understanding of the issues affecting society and their implications for people and services provided to address these	E	I, P
15. Ability to use IT systems and packages, preferably a working knowledge of Casebook and electronic resources in the provision of gateway assessments	E	I, P
16. Proven ability to develop individuals or groups by providing support, guidance, tutoring and / or training	E	I, P
17. Proven ability to manage / supervise others, including ability to recruit, develop and motivate staff and volunteers	E	I, P
18. Ability to plan and organise one's own work to meet deadlines whilst under pressure, but still maintaining standards	E	I, P
19. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively	E	I, P
20. Ability and willingness to work as part of a team, sharing information and making a positive contribution	E	I, P
Personal Attributes:		
21. Good interpersonal skills and the ability to relate to a wide cross section of people, including the ability to deal with potentially difficult or stressful situations, whilst maintaining a professional approach.	E	I, P
22. A positive and adaptable approach to a changing environment.	E	I, P
23. A flexible approach to service delivery, including a willingness to work outside normal office hours if required.	E	I, P
24. Self-motivated with an ability to work on one's own initiative.	E	I, P
25. Willingness to challenge oneself; identifying one's own learning and development and taking responsibility for identifying own training needs.	E	I, P