



Cheshire  
West

# Adviceline Training & Support Coordinator



## Job description

<b>Team overview</b>	The Advice team is responsible for the delivery of generic advice services across the Cheshire West & Chester district.
<b>Reporting to</b>	Volunteer & Digital Advice Supervisor
<b>Location</b>	Chester
<b>Hours</b>	18.5 hours per week (3 days)
<b>Salary</b>	£27,711 pro rata per annum Funded until 31 March 2026 (possible extension subject to funding)
<b>Role purpose</b>	<p>Successfully recruit, coordinate, mentor and support Adviceline volunteers through the induction and training process whilst acting as a role model and mentor to ensure they are effectively supported to reach the agreed competency level.</p> <p>Primary focus:</p> <ol style="list-style-type: none"><li>1. Recruit, train and mentor Adviceline volunteer team to ensure a cohesive and well run team is established.</li><li>2. Answer Adviceline for targeted number of calls, acting as mentor and role model for Adviceline volunteers.</li></ol>
<b>Main responsibilities</b>	Key tasks
<b>Service delivery</b>	<ul style="list-style-type: none"><li>• Interview clients by telephone using sensitive listening &amp; questioning skills in order to allow clients to explain their issues(s).</li></ul>

	<ul style="list-style-type: none"> <li>• Identify key information including time limits, key dates and requirements for urgent advice or action using the resources available.</li> <li>• Research and discuss options and implications so that clients can make informed decisions.</li> <li>• Refer clients appropriately (both internally and externally) to help clients, following the correct procedures.</li> <li>• Identify any discrimination issues and be aware of internal procedures for dealing with actual and potential discrimination issues.</li> <li>• Ensure that all work conforms to organisations policies and procedures and the Advice Quality standard.</li> <li>• Ensure that work reflects and supports the Citizens Advice and Citizens Advice Cheshire West equality and diversity strategy.</li> <li>• To provide a learning experience by allowing volunteers to shadow/listen in to calls</li> </ul>
<b>Volunteer induction</b>	<ul style="list-style-type: none"> <li>• Ensure all new Adviceline volunteers have a good quality induction into the organisation.</li> <li>• Ensure all necessary agreements are understood, in place and confirmed in writing.</li> <li>• Ensure all mandatory training has been completed during the induction process.</li> <li>• Arrange and coordinate introduction of new trainee volunteers to the workforce.</li> </ul>
<b>Training Facilitation</b>	<ul style="list-style-type: none"> <li>• Support implementation of the Citizens Advice training programme by guiding trainees through Skillbook self-learning modules within a defined period.</li> <li>• Work closely with Team Leaders to ensure shadowing opportunities are fully realised and integration into the volunteer team takes place.</li> <li>• Review trainee progress on a regular basis and ensure effective assessments of trainee volunteers are carried out.</li> <li>• Understand learning preferences and ensure each learning pathway meets the needs of the individual</li> </ul>

	<p>volunteer.</p> <ul style="list-style-type: none"> <li>• Coordinate assessment activities and contribute to final decisions on suitability and competence.</li> <li>• Work closely with Line Manager to ensure training meets our quality standards, frameworks and insurance guidelines.</li> <li>• Take guidance from the Training Coordinator to ensure consistency of training delivery</li> <li>• Ensure Adviceline volunteers access Team Leader support through appropriate channels and facilitate communication between the volunteers and Team Leaders</li> </ul>
<b>Volunteer planning &amp; development</b>	<ul style="list-style-type: none"> <li>• Work closely with the Training Coordinator to recruit and retain effective volunteers.</li> <li>• Support volunteer recruitment interviews and activities alongside the Training Coordinator as and when required.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Provide constructive and effective feedback on progress to trainee volunteers including having the ability to have difficult conversations.</li> </ul>
<b>Information technology</b>	<ul style="list-style-type: none"> <li>• Ensure in-depth knowledge of Skillbook.</li> <li>• Develop and maintain knowledge of the Connect system and Connect Training system</li> <li>• Maintenance and effective use of IT and training resources.</li> <li>• Ability to use internal case management system effectively.</li> </ul>
<b>Team development</b>	<ul style="list-style-type: none"> <li>• Work alongside Adviceline volunteers supporting and encouraging teamwork and cohesion</li> <li>• Ensure access to Team Leader support through appropriate channels and facilitate communication between the volunteers and Team Leaders</li> <li>• Work cooperatively with colleagues and encourage good teamwork and clear lines of communication, in line with Citizens Advice Cheshire West Values and Behaviours Framework.</li> </ul>

<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Attend appropriate internal and external meetings as agreed.</li> <li>• Meet Training Coordinator and Line Manager on a regular basis to provide trainee and recruitment updates.</li> <li>• Actively engage in regular support meetings in accordance with Citizens Advice Cheshire West's Values and Behaviours Framework.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintaining training records and other administration systems relevant to the role.</li> <li>• Update volunteer databases.</li> </ul>
<b>Personal development</b>	<ul style="list-style-type: none"> <li>• Keep knowledge up to date and keep up with legislation and information changes relevant to the role.</li> <li>• Identify own learning and development needs and take the necessary steps to address them by effectively utilising weekly training &amp; development time.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Promote and work within the aims, policies, membership requirements and equal opportunities policies of the Citizens Advice service.</li> <li>• Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.</li> </ul>

# Person specification

Essential criteria	
1	Recent or ongoing experience of delivering advice to clients within a quality-assured advice setting. (Experience within Citizens Advice and/or telephone-based advice is desirable but not essential.)
2	Experience in working or volunteering within a voluntary sector organisation.
3	Strong communication skills, with the ability to engage effectively over the telephone, handle client enquiries professionally and resolve issues empathetically and efficiently.
4	Proven ability to communicate confidently and appropriately at all levels and across a variety of channels, including: <ul style="list-style-type: none"> <li>• Telephone and written communication</li> <li>• Presentations and workshops</li> <li>• One-to-one and group settings</li> </ul>
5	Ability to give and receive feedback constructively and to challenge appropriately in a professional environment.
6	Ability to create, maintain and enhance volunteer motivation and engagement.
7	Proven experience of working to targets within a performance-focused environment.
Preferable criteria	
8	<ul style="list-style-type: none"> <li>• Citizens Advice Generalist Advice Certificate and/or;</li> <li>• Paid work or volunteer experience from within a Local Citizens Advice Office and/or;</li> </ul>

	<ul style="list-style-type: none"><li>• Demonstrable training coordination experience or engaging with learners</li></ul>
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