

Team Leader (Advice Supervisor)

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply



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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty. We currently hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum; ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	Team Leader (Advice Supervisor)
Hours	Full or part-time considered. We have multiple advice session 'days' available and can therefore discuss individual availability with successful candidates.
Salary	£27,685.20 per annum, pro-rata for part-time.
Status	Permanent
Location	Roles available in Gravesend, Dartford, Swanley or Tunbridge Wells. Some travel may be needed on occasion within North & West Kent to support other generalist advice teams and attend meetings with colleagues.

This is an important role within CAKLC, supporting the delivery of high-quality generalist advice across North & West Kent at a time of significant demand for our services. As Team Leader, you will help ensure local people receive timely, accurate and client-centred advice, while supporting Advisers to build their confidence, skills and knowledge.

You will lead and develop a team of Advisers, which may include paid staff and volunteers, helping to create a positive, supportive and well-organised advice environment. The role offers an excellent opportunity to develop your supervision and management skills, contribute to service improvement, and play a meaningful part in shaping services around the needs of our local community.

We are looking for a motivated and approachable individual who is committed to access to justice, high standards of advice, and supporting those most in need. You will bring strong advice experience, good judgement and the ability to support, motivate and develop others.

Working as part of a collaborative wider team, you will oversee the day-to-day activities of your generalist advice team and help maintain excellent service quality across face-to-face, telephone, video and email advice. This is a role with real impact: your guidance will directly support Advisers on the frontline and help ensure clients receive the right support when they need it most.

If you are passionate about delivering high quality advice and ensuring the most vulnerable in our community have access to justice, we would love to hear from you.

Job Purpose:

To lead and support a team of Advisers to deliver high-quality, client-centred generalist advice across North & West Kent. This role is central to maintaining service quality through effective supervision, case checking, feedback and team development, helping ensure clients receive the right advice when they need it most.

Main Duties:

Supervision & Quality of Advice

- Manage the practicalities of the advice session and ensure adequate staffing and resources to ensure effective advice service delivery.
- Provide an appropriate level of support and supervision to individual Advisers in your team, depending on their level of competence.
- Monitor the quality of advice given to clients and maintain standards of service delivery by your team, including case checking.
- Participate in QAA reviews as required.
- Provide timely feedback to your team, including results from case checking, and ensure remedial actions are identified and acted upon.

Advice Team Development & Management

- Support effective internal communications; ensuring staff and volunteers in your team are receiving and actioning updates and requests shared by others in the organisation.
- Work with the Deputy CEO, Learning Lead and others to plan and promote volunteering opportunities and build engagement in training periods.
- With support from the Generalist Advice Manager, ensure that your team receive adequate training and ongoing support and that there is a good level of retention of volunteers.
- With support from the Generalist Advice Manager, complete annual reviews with volunteers in your team and ensure that any performance issues are dealt with. Ensure that clear, measurable targets are set and regularly reviewed.
- With support from the Generalist Advice Manager, ensure that all policies and procedures are followed.
- Report any team complaints to the Senior Management Team and support handling of the complaint.

Project Delivery

- Support project delivery within your team by ensuring advisers meet funder and organisational requirements, including helping to ensure that targets are met.
- Ensure that any issues that have arisen are regularly communicated to the project manager and support any agreed remedial action needed.

Safeguarding

- With support from the Generalist Advice Manager, identify and act upon any safeguarding concerns, following CAKLC's adult and child safeguarding policies.

Data Protection and Complaints

- With support from the Generalist Advice Manager, ensure that all Information Assurance procedures are in place and are implemented in every CAKLC office and outreach setting.
- Identify potential conflict of interest issues and follow CAKLC's policies and procedures to ensure our service takes the right action to protect the client, our team and our service.
- Report any data breaches to CEO and support as necessary.

- Ensure client complaints and any confidentiality issues are reported to the Advice Quality Manager.

Health & Safety

- Ensure that H&S procedures are followed by your team.
- Deal with any immediate/emergency issues to ensure the safety and security of clients, staff and volunteers.
- With support from the Generalist Advice Manager, ensure all accidents that occur in the office are recorded in the accident book and reported to the Deputy CEO.

Administration

- Ensure effective and efficient administrative systems within your advice team.
- Help ensure that information in office is kept current and complete and ensure local shopping is done as necessary.

Research and Campaigns

- Support our research and campaigns work through various channels including case studies, data collection and client consent.
- Regularly update Advisers with R&C issues that are identified by Citizens Advice or by CAKLC.

Professional Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training including where necessary.
- Attend relevant internal and external meetings as required.

Other duties and responsibilities

- Support and contribute to strategic planning and organisational initiatives.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

	Essential / Desirable
Knowledge	
Strong working knowledge of advice areas including welfare benefits, debt, housing, employment etc.	Essential
Ability to meet the Money Advice and Pensions Service quality framework for debt advice to Supervisor level, by completing the relevant training or supplying documentary evidence of accreditation.	Essential
Experience	
Experience of advice-giving, ideally within a Citizens Advice.	Essential
Experience in delivering effective advice/casework supervision and feedback.	Essential
Experience of Quality of Advice Assessment processes, case checking or independent file reviews.	Desirable
Experience of supporting volunteers in an advice service setting.	Desirable
Skills & Abilities	
Ability to manage performance, set clear expectations and support professional development.	Essential
Ability to contribute to and be a positive and collaborative member of the CAKLC management team.	Essential
Ability to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff are empowered and motivated to do their best.	Essential
Excellent interpersonal and communication skills, with the ability to motivate, support and challenge constructively.	Essential
Strong organisational skills with the ability to balance multiple priorities.	Essential
Ability to relate well and communicate clearly and respectfully with a diverse group of people.	Essential
Ability to monitor and maintain case reporting systems and procedures.	Essential
Ability to communicate effectively verbally and in writing and to analyse and interpret complex information.	Essential

Ability to ensure best use of IT systems and packages in the provision of advice services.	Essential
Ability to work with a variety of organisations and to earn and maintain the trust of CAKLC's partners and stakeholders.	Essential
Willingness to question, explore and embrace innovative ways of working, for example the use of Artificial Intelligence (AI).	Essential
Personal Attributes	
Commitment to access to justice and values of Citizens Advice and the Law Centre Movement	Essential
Commitment to client-centred service delivery	Essential
Commitment to collaborative working, professional development and continuous improvement	Essential
Friendly, empathetic and non-judgemental approach	Essential
Flexible and adaptable to meet changing service needs	Essential
Reliable and responsible with a strong sense of accountability	Essential
Commitment to equality, diversity and inclusion	Essential
Other Requirements	
Willingness to travel around North & West Kent to support the generalist advice team in CAKLC offices and outreach locations if required.	Desirable
Willingness to undertake training relevant to the role	Essential
Understanding of confidentiality and data protection requirements	Essential

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus four additional days leave between Christmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To apply for this role, **please send your CV, together with a short covering statement** explaining why you are interested in the post and how your experience meets the role requirements, to: ann.starke@nwkent.cab.org.uk

If you would like an informal conversation about the role before applying, please contact us using the email address above and we will be happy to arrange this.

There is no closing date for this role. We will review applications as they are received and will keep the vacancy open until a successful appointment has been made. If you are interested, we encourage you to apply as soon as possible.