

# HertsHelp

## Team Leader

### Job Pack



**For when you need help or information  
and don't know where to turn**

Call HertsHelp for signposting and referrals to local services including, wellbeing, financial, carers, living support and more.



# Dear Applicant

Thank you for your interest in working for the HertsHelp Service, delivered by the Hertfordshire Advice Providers Partnership.

This job pack should give you everything you need to know to apply for this role and what it means to work with us.

In this pack you'll find:

- Information about HertsHelp
- Purpose of the job
- Job description and person specification
- Interview and Application Process
- Candidate guidance notes

## Want to chat about this role?

If you want to chat about the role further, contact [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk) to arrange an informal conversation

We look forward to hearing from you!

Charlotte Blizzard-Welch  
CEO  
Citizens Advice Stevenage

Mark Hanna  
CEO  
Age UK Hertfordshire



**We're here to listen and help you find independent support, guidance and information to get the most out of life.**

**HertsHelp is a phone, email, text and online service that helps the residents of Hertfordshire find the support they need to help with challenges they are facing. We're here to listen and help you find independent support, guidance and information to get the most out of life.**

### Services we can signpost to include

- Information and Advice
- Meals on Wheels
- Mental Health
- Money Advice and Support
- Welfare Assistance
- Social Care
- Help at Home
- Domestic Abuse Support
- Drugs and Alcohol Support
- Promoting Healthier and Happier Living



# HertsHelp

## Team Leader

**Contract:**

Permanent

**Salary:**

£26,000 - £30,000

**Hours:**

37.5

Working hours will predominantly be Monday to Friday 9am – 5pm with the need to cover the evening service Wednesdays until 7pm and the weekend service 10am – 4pm on a rota basis.

**Holidays:**

25 days + Bank Holidays

**Location:**

Hybrid - Stevenage Office / WFH

**Number of Direct Reports:**

1-10

**Roles of Direct Reports:**

Connecting Officers / Administrators

## Purpose of post

Responsible for the day-to-day supervision and development of a team of connecting officers and administrators to provide a high-quality service to residents of Hertfordshire.

The ideal candidate for the role of team leader will have an understanding of the complex issues that people can face as they go through life, and a passion for problem solving and connecting people to the right community services available across Hertfordshire.

This role supports the running the HertsHelp service, management and development of a team of connecting officers and administrators, management reporting, dealing with complaints, rostering and sorting out cover issues and is very much a “hands on” role.

You need to have a positive attitude towards training and supporting team members to deliver the service to a quality standard; and monitor case records to ensure they reach Quality of Advice Audit standards, and to play an active role in the continuous improvement and development of the quality of advice.

# Job Description | What you will be doing

## **Service Management:**

- Oversee the day-to-day operations of the HertsHelp service, ensuring seamless delivery and optimal utilisation of resources.
- Collaborate with team members to address challenges, allocate tasks, and maintain efficient workflows.
- Implement continuous improvement initiatives to enhance the quality of advice and service effectiveness.
- Utilise in-depth knowledge of available community services across Hertfordshire to effectively connect individuals in need to appropriate resources.
- Manage scheduling, shifts, and cover arrangements to maintain optimal staffing levels for seamless service delivery.
- Adapt to changing demands and make necessary adjustments to ensure consistent coverage.
- Undertake Frontline work as and when required.

## **Quality Monitoring:**

- Supervise the work of designated staff to ensure that standards meet HertsHelp Quality requirements.
- Monitor the case records / telephone calls of designated staff to meet quality standards and service level agreements.
- Ensure remedial and developmental issues are identified and acted on to develop individuals, improve the quality of service, and ensure clients do not suffer detriment due to poor or inadequate action.
- Keep technical knowledge up to date and provide technical support to connecting officers.
- Ensure that appropriate systems are maintained for case recording, statistics, follow up work and quality control.

### **Team Supervision and Development:**

- Lead, mentor, and guide the team of connecting officers and administrators to ensure the provision of exceptional service to Hertfordshire residents.
- Provide ongoing support and training to team members, fostering a positive and growth-oriented work environment.
- Monitor and maintain case records to ensure compliance with Quality of Advice Audit standards.
- Support direct reports with regular supervisions and annual appraisals.
- Utilise the Support and Supervision framework to ensure that expected standards are achieved.

### **Management Reporting and Complaint Handling:**

- Prepare management reports to provide insights into service performance and areas for improvement.
- Address and resolve complaints in a professional and timely manner, ensuring resident satisfaction.
- Ensure all relevant policies and procedures are followed at all times.
- Ensure that staff are complying with Safeguarding requirements.
- Ensure that issues of concern are dealt with appropriately including; confidentiality and the threat of harm.

### **Continuous Improvement:**

- Proactively identify opportunities to enhance service quality, operational efficiency, and team performance.
- Collaborate with relevant stakeholders to implement process improvements and best practices.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
- Contribute to the delivery of the business strategy.

# Person Specification | What you need to do this job

- Understanding of the diverse challenges individuals encounter in their lives, with a genuine passion for assisting and connecting them to appropriate support services.
- To be non-judgmental and respect views, values and cultures that are different to your own
- Proven leadership experience in a dynamic and fast-paced environment.
- Experience of managing call centre services
- Excellent interpersonal and communication skills to engage effectively with team members.
- Strong problem-solving skills, coupled with a positive attitude toward continuous learning and development.
- Ability to manage multiple priorities, remain adaptable in response to changing circumstances, and maintain a high level of organisation.
- Proficiency in record-keeping, data management, and producing management reports.
- Knowledge of local community resources and services within Hertfordshire is advantageous.
- Proven ability to manage / supervise others including ability to recruit, develop and motivate staff as well as ability to give and receive feedback objectively and sensitively.
- Proven ability to monitor and maintain service delivery against agreed targets as well as monitor and analyse statistics and check accuracy of calculations.
- Proven ability to supervise and monitor work and to maintain casework systems and procedures, use of IT systems and packages, electronic resources in the provision of advice and the preparations of reports and submission.
- Ability to research, analyse and interpret complex information and work sensitively with clients

# Application Process

To apply please send your CV and concise supporting statement which includes examples and evidence demonstrating why you are suitable for this role, we suggest using the person specification as a guide. If you do not complete a supporting statement, your application may be rejected.

Clearly state your address, e-mail address, telephone number.

Applications should be submitted by email to [recruitment@castevenage.org.uk](mailto:recruitment@castevenage.org.uk)

We are an equal-opportunity employer. If you have any requirements (e.g. for attending an interview) please note these clearly in your letter.

# Interview Process

**The closing date is: Sunday 15<sup>th</sup> October 2023, Midnight.**

Shortlisted candidates will be contacted by telephone, so please give a daytime telephone number or somewhere we can leave a message to arrange an interview.

# Guidance notes for applicants

## Equal Opportunities

We are an equal opportunity employer. Please let us know if you require any adjustments to be made to the application process or if you have any requirements (e.g. for attending an interview). Note these clearly on in your letter. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Stevenage does not hold a sponsor license and, therefore, cannot issue certificates of sponsorship under the points-based system.

## References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

## Criminal convictions

Anyone who applies to work within Citizens Advice Stevenage will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Stevenage – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

## Health and Safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work. The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.