



Job Title: Benefits Team Caseworker Supervisor

Job pack

Thank you for your interest in working at Citizens Advice Sefton. 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 Citizens Advice Sefton
- The role profile and personal specification
- Terms and conditions
- What we offer to our staff

Want to chat about this role?

If you want to chat about the role further, you can contact our recruitment panel by emailing recruitment@seftoncab.org.uk



As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum essential criteria for the vacancy. We welcome applicants from diverse backgrounds e.g. the LGBT+ community and ethnically diverse backgrounds.

Citizens Advice Sefton

Citizens Advice Sefton is situated in Merseyside, neighbouring Liverpool, Knowsley and West Lancashire. Originally established in Bootle in 1939, the service merged offices across Sefton to become a single borough wide service in 2008. We have permanent offices in Bootle and Southport, but we also work in partnerships across Sefton in community organisations. Sefton is a very diverse borough in socio economic terms with multiple wards categorised as among the most deprived wards in England alongside wards categorised as the least deprived (and most wealthy) in England in the Indices of Deprivation. Only Kensington and Chelsea have a starker contrast between wealth and deprivation in one borough.

We employ 24 people, and we have 44 volunteers. Around 70% of enquiries are related to benefits and debt. We have a money advice team funded by the Greater Merseyside Money Advice Partnership (GMMAP) via a service level agreement with The Money Advice and Pension Service. We are also funded by Public Health in a multi-agency partnership led by Sefton Council for Voluntary Service – Living Well Sefton. Our welfare rights team work within this network and we also work within foodbanks, community groups and Clock View which is an acute mental health hospital. Our aim is to tackle poverty and social injustice. We work with Citizens Advice Liverpool to provide a tribunal representation service.

We recruit local volunteers who train as assessors, advisers, admin, reception and support roles or who undertake research and campaigns work based on client evidence. Our Board of Trustees are also volunteers.



Job Description



The role

Our Benefits Team provides an excellent service across multiple locations and under various funding streams.

The Benefits Team Supervisor will have a detailed understanding of Welfare Benefits advice to provide high-quality technical support to the Benefits Team and other teams within Citizens Advice Sefton. Alongside their supervisory and advisory responsibilities, the post-holder will also manage a caseload and deliver direct advice and casework support to clients as required.

The Benefits Team Supervisor will undertake the following responsibilities:

1. Ensure provision of high-quality advice by conducting independent file reviews and quality of advice assessments.
2. Develop the expertise of the team in line with training plans, one to ones, supervision and appraisals.
3. Provide training and support to develop members of staff.
4. Contribute to the working of the Benefits Team with solutions and ideas to support the running of the team.
5. Work with partner organisations to promote Citizens Advice Sefton

To be successful in this role you will be able to work with a high level of accuracy and attention to detail, exhibit excellent listening and questioning skills and to present and conduct yourself in a professional manner.

You will liaise with contacts across various agencies to find resolutions for escalated issues and you will understand the importance of security and data protection to ensure all data is protected in line with GDPR legislation. You will

have an open and friendly demeanour and be able to work as part of a diverse team.



Job Description

Supervision

- 1 Provide day to day technical support to colleagues and assist with any training needs
- 2 Conduct 1:1 supervision, appraisal, probation for members of the team as required
- 3 Coordinate and facilitate quarterly team meetings.
- 4 Provide feedback to line manager on performance issues/training needs of advisers as and when they arise.
- 5 Undertake file reviews and quality of advice assessments, in line with organisational/contractual requirements and expectation as required.

Advice Giving

- 6 Interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- 7 Act for the client where necessary by calculating, negotiating, drafting or writing letters, telephoning and representation at appeal.
- 8 Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- 9 Maintain detailed case records using our CRM for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and Campaigns

- 10 Support social policy work by sharing relevant client case evidence.
- 11 Make clients aware of how their experiences can help influence change.

Professional Development

- 12 Keep knowledge up to date through training, reading, and attending agreed meetings.

Administration

- 13 Use IT systems for recording case data, producing documents, and supporting research and funding needs.
- 14 Complete annual information assurance training and follow internal procedures.
- 15 Provide statistics on client numbers and case types.

Other Duties

- 16 Complete training to meet quality standards.
- 17 Carry out other reasonable tasks to support service delivery.
- 18 Follow health and safety guidance and uphold Citizens Advice values.



Person specification

Experience	
1	Minimum 2 years' experience of delivering welfare benefits advice in an advice setting - Citizens Advice or similar.
2	Experience of supervising staff in an advice environment (desirable).
3	A thorough understanding of the issues involved in interviewing and working with clients, and in particular vulnerable people.
4	Proven ability to work well in a busy, pressured environment, work as part of a team but also able to work without direct support and supervision.
5	Experience of explaining complex information to clients and checking accuracy of calculations.
Skills	
6	Strong verbal and written communication skills, with the ability to interpret complex regulations, explain them clearly to clients and colleagues, and advocate effectively where needed.
7	Excellent interpersonal skills, with the ability to work collaboratively and engage with a diverse range of people and organisations.
8	Able to work independently, using initiative to manage a varied workload, meet deadlines, and contribute positively to the wider team.
Knowledge	
9	Extensive knowledge of social welfare law enquiry areas, including tribunal representation.
10	Understanding of the issues affecting society and their implications for clients and service provision.
11	A good understanding of equality and diversity issues and policies.

Other	
12	A commitment to continuous professional development.
13	Understanding and willingness to commit to the aims and principles of the Citizens Advice service.

In accordance with Citizens Advice national policy the successful candidate may be screened by the Disclosure and Barring Service (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Salary: £33534

Hours: 35 per week

Contract type: Permanent

Annual Leave: 28 days plus Bank Holidays (part time pro-rata)

Location: Sefton

Office hours: To be negotiated

Pension: 7% (If you pay at least 1% salary contribution into the stakeholder scheme we will top this up to the required 8%)

What we offer to our staff

- A contribution of 7 % of your salary into a Stakeholder Pension
- Development and training
- Cycle to work scheme

For an application form click [HERE](#) or email recruitment@seftoncab.org.uk or telephone 0151 282 5650 for paper copies. Application is via application form

Please note: **Closing date for applications: 26th June 2026 6pm**

Interviews to be held in person: **week commencing 29th June 2026**

