



Deputy Team Leader

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



The team

The role you're applying for is in the **Client & Member Services** directorate and in the **Witness Service** team.

The Citizens Advice Witness Service provides a vital service offering free and independent support for witnesses in every criminal court across England and Wales.

Here are **3** ways you can find out more about us:

1. Watch our [Youtube video introducing the work we do:](https://www.youtube.com/watch?v=zMEhRiKFMkc)
<https://www.youtube.com/watch?v=zMEhRiKFMkc>
2. Read our [blog about how we fit within Citizens Advice](https://wearecitizensadvice.org.uk/why-helping-more-people-can-be-as-simple-as-crossing-the-road-f21d06ac723b) - and how we work together to help people:
<https://wearecitizensadvice.org.uk/why-helping-more-people-can-be-as-simple-as-crossing-the-road-f21d06ac723b>
3. Take a look at the [Witness Service section of our website:](https://www.citizensadvice.org.uk/about-us/information/about-the-witness-service/)
<https://www.citizensadvice.org.uk/about-us/information/about-the-witness-service/>



The role

Our trained volunteers provide practical and emotional support and information to prosecution and defence witnesses in criminal cases.

We are looking for someone with excellent communication skills, who can adapt to and manage change. Someone who has administrative skills and is computer literate to a high standard.

As the Deputy Team Leader, working alongside Team Leaders, you will be responsible for the delivery of the Witness Service within your court/s.

You will share responsibility for the effective coordination and development of volunteers who support witnesses on their journey through the criminal justice system.

You will be responsible for general service administrative tasks within the courts, as well as inputting service data.



Role profile

Band:	Support - Upper level	
Reporting to:	Witness Service Team Leader (Court Services)	
Proficient salary:	As advertised	
Location:	Court based within a specific area, as advertised.	Travel involved: Low
Team overview:	The Witness Service is delivered on the front line by volunteers, managed by Team Leaders and in some courts, Deputy Team Leaders. The service is overseen by Area Managers, and led by three Regional Managers for the North, South (including London) and Central and Wales regions, who report to the Operations Manager, in turn reporting to the Head of Funded Services - Witness Service.	
Role purpose:	Supporting the Team Leader (Court) with delivery of the Witness Service in the court environment through effective coordination of volunteers and other administrative support.	
Key accountabilities	Key elements/Tasks	% of Time
Volunteer Management <i>Please note that in roles where there are multiple sites, some aspects of management may need to be undertaken remotely.</i>	Coordinate a team of court based volunteers including: <ul style="list-style-type: none">• Allocation of workload• Monitoring the progress and quality of work• Providing guidance and support to volunteers including managing complex cases and briefing and debriefing on a daily basis• Managing and leading volunteers through to accreditation, through observation of skills, guided discussions and setting targets• Identify development needs of volunteers and liaise with appropriate internal stakeholders to ensure that development needs are met	40%

	<ul style="list-style-type: none"> • Coach and develop performance to achieve both team and individual objectives within the defined frameworks 	
Quality of service	<p>Support the Team Leader (Court) to:</p> <ul style="list-style-type: none"> • Deliver both team and individual performance targets allocated to the court within a defined framework, including onward referral rates, completion of Witness Experience Survey and witness satisfaction rates • Work in a way that actively promotes Citizens Advice Equity, Diversity & Inclusion in the workplace, challenging individuals where appropriate • Deal with feedback from volunteers, witnesses and stakeholders as per Citizens Advice guidelines • Ensure compliance with legal, ethical, and regulatory requirements including DBS, within the defined framework • Promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required and where appropriate conduct risk assessments • Ensure essential information of a sensitive or personal nature is handled in accordance with the General Data Protection Regulations (GDPR). 	20%
Administrative support	<ul style="list-style-type: none"> • Process daily paperwork completed by the team of volunteers at the end of each day; including inputting into the Witness Service Case Management System. • Prepare paperwork for volunteers to complete on the day of trial. • Ensure relevant databases are kept up to date. • Rota planning and allocation of workload. 	20%
Networking	<ul style="list-style-type: none"> • Provide information for the Team Leader (Court) to use when attending stakeholder meetings/ 	10%

	<p>events.</p> <ul style="list-style-type: none"> • Deputise for the Team Leader (Court) at court user group meetings, and any other meetings. • Liaise with other internal delivery teams, Team Leader (Outreach Services) and external stakeholders to ensure seamless delivery of service to witnesses. 	
Other	<ul style="list-style-type: none"> • Assist the Team Leader (Court) and the Team Leader (Volunteer Development) with some areas of volunteer recruitment to ensure consistency across the network, e.g. interviewing or attending events • Deputise for other Team Leaders as part of a team approach to provide cover for absence, peer support or to meet business needs, including any necessary travel to courts in the area. • Undertake any other duties as may be reasonably required within the scope of the role including direct service delivery as and when required. 	10%



Person specification

Essential Criteria

1. Experience of delivering or supporting delivery of effective front line services to a diverse range of clients and stakeholders (**will be assessed at Application and Interview stage**)
2. Experience of working with a team of volunteers or as a volunteer (**will be**

assessed at Application and Interview stage)

3. Experience of working directly with a diverse range of clients or service users (***will be assessed at Interview stage)***
4. Experience of, and confidence in, working independently, including prioritising work and dealing with competing or conflicting demands (***will be assessed at Application and Interview stage only)***
5. Experience of dealing with difficult and / or emotional situations (***will be assessed at Interview stage only)***
6. Experience of communicating sensitively and effectively both verbally and in writing with a wide range of people (***will be assessed at Interview stage only)***

Desirable Criteria:

1. Experience of using/training in coaching and/or mentoring skills
2. For Wales posts, ability to speak Welsh
3. Understanding of the criminal justice system and specifically the journey of a witness through the court process

Requirements for role (*candidates will confirm at interview*)

1. Commitment to contributing to a people focused, collaborative, transparent and purpose driven organisation/team culture.
2. Proven ability to use IT packages, including word processing, spreadsheets, presentation packages, email (maintain an electronic diary) and the ability to use or learn to use other packages as necessary.
3. Willingness to travel within the area and very occasionally the wider UK to attend training or events.
4. Experience of ensuring safe working practices, GDPR guidelines and other legal requirements.
5. For all posts: A satisfactory enhanced Disclosure and Barring Service check (this will be applied for by the organisation upon a job offer). For some

courts a Counter-Terrorism Check and/or police vetting will also be required.

6. Commitment to accessing opportunities for professional development and keeping knowledge and skills up to date.