



Citizens Advice Southampton

wishes to recruit

a Floating Support Worker

Hours: 27.5 hours per week

Salary: up to £23,000 FTE, depending on experience

Contract type: Permanent

Location: based in our Southampton office

Citizens Advice Southampton is a local charity providing free, independent, confidential and impartial advice to over 7,000 people in Southampton every year on any problems they might face.

We are an equal opportunities employer and encourage applications from all applicants who meet the person specification irrespective of sex, gender reassignment, marriage or civil partnership status, pregnancy and maternity, sexual orientation, race, religion or belief, age, or disability.

The Role

The Floating Support Worker is an essential part of our Supervisor Team. You will assist the Supervisor on duty in supporting our incredible volunteers and staff to deliver our general advice service.

In this interesting and varied role, your duties will include for example, assisting the Supervisor in the resolution of client enquiries, supporting Information Assistants with telephone and in person advice enquiries, or providing short term cover for the Supervisor. You may also be called upon to provide cover for Advice line/video hub and web enquiries as required and directed.

Whilst line managed by our Deputy Advice Service Manager, Core, you will be under the immediate direction of the Supervisor on duty to ensure the smooth running of the service for our clients.

About You

You will be a team player with excellent communication skills and be passionate about supporting the delivery of an effective service to people in need. You will be able to work in a busy environment, and have an eye for detail. You will be a trained Citizens Advice Advisor or have equivalent experience. This is an excellent opportunity for someone looking to move into a Supervisory role and gain supervisory experience.

How to Apply

For a job pack and application form, please visit our website
<https://citizensadvice-southampton.org.uk/vacancies/>

Closing date for applications is **9am Monday 5th December** with interviews expected to be held the following week.