

## **GENERALIST ADVISER – Remote Service Delivery**

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### **1. Introduction**

- 15 hours per week
- Salary: £27, 216 pro rata per annum, plus 4% employer's pension contribution
- 28 days holidays including bank holidays per annum pro rata
- Based at: Newton Abbot office
- Contract: Fixed term to 31 July 2025
- Reporting to: Advice Services Manager

### **Summary**

This post, funded through national Citizens Advice, aims to increase our remote service delivery capacity, providing generalist advice focussed on practical cost-of-living crisis support. It will concentrate on delivering advice via channels other than face to face. Delivery can be by phone, email, web chat or video, but a minimum of 60% of all contacts must be delivered by phone.

We are looking for an experienced, organised and proactive adviser, with good IT literacy and excellent communication skills to:

- provide support and advice on a full range of Citizens Advice enquiry areas
- resolve enquiries, signposting if appropriate
- work effectively with local partners, to achieve the best outcomes for clients

Applications should be completed with reference to the job description/person specification and notes for applicants, and submitted with an equal opportunities monitoring form. Please email your completed application to [jobs@citizensadviceteignbridge.org.uk](mailto:jobs@citizensadviceteignbridge.org.uk).

Applications must be received by 12:00 noon on Monday 19 August 2024. Interviews will be held on Friday 23 August, 2024. To discuss this opportunity further, please contact Vincent Willson at [vincent.willson@citizensadviceteignbridge.org.uk](mailto:vincent.willson@citizensadviceteignbridge.org.uk)

## 2. Job Description

### Main Tasks and Responsibilities

#### Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
- Use the Citizens Advice websites to find, interpret and communicate the relevant information
- Research and explore options and implications so that clients can make informed decisions
- Act for the client where necessary by calculating, negotiating, drafting or writing letters or emails and telephoning
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate
- Ensure that all work conforms to the organisation's Office Manual and the Advice Quality standard and other funding requirements, as appropriate
- Ensure that work reflects and supports the Citizens Advice service's equality, diversity and inclusion strategy
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

#### Research and Campaigns

- Assist with research and campaigns work by providing information as appropriate
- Alert clients to research and campaigns options

#### Professional Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training

#### Administration

- Attend relevant internal and external meetings as agreed with line manager
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production
- Ensure all work conforms to the organisation's systems and procedures

## Other

- Complete required training to comply with quality assurance processes
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service

## 3. Person Specification

### Essential Criteria

- Ability to commit and work within the aims, principles and policies of the Citizens Advice service
- Recent experience of having worked as a trained adviser within the advice sector
- Proven understanding of equality, diversity and inclusion and its application to the provision of advice
- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of client consultations
- Understanding of the issues affecting society and their implications for the client and service provision
- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing
- IT literate, preferably with experience of Google Workspace
- Ability to carry out benefit calculations to assist with the maximisation of income
- Ability to carry out a debt assessment
- Excellent interpersonal skills, with the ability to communicate in a confident and sensitive manner
- Proven organisational skills
- Ability to work effectively as part of a team
- Ability to work without close supervision while keeping focus on the objectives
- Ability to work to targets for the number of daily client contacts

### Desirable

- Familiar with, and competent in, the use of Citizens Advice IT systems and office software. Training can be provided.

*In accordance with Citizens Advice national policy the successful candidate may need to be screened by the DBS. However, a criminal record will not necessarily be a bar to being able to take up the job.*