



## Generalist Adviser Job pack

Thanks for your interest in working at Citizens Advice Sedgemoor. 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'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Sedgemoor
- The role profile and personal specification
- Terms and conditions

Want to chat about this role?

If you want to chat about the role further, you can contact Kylie Page by emailing [kylie.page@citizensadvicesedgemoor.org.uk](mailto:kylie.page@citizensadvicesedgemoor.org.uk) or calling 01278 459009.



### Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



## 3 things you should know about us

- 1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.
- 2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
- 3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

### How Citizens Advice Sedgemoor works

Citizens Advice Sedgemoor provide free, confidential, and impartial advice on any subject. We are an independent, local charity and a member of the Citizens Advice network. Last year we dealt with over 6600 clients, managed £1.9m of debt on behalf of our clients and generated £2.4m of welfare benefit income.

Our general service operates 5 days a week in Sedgemoor. Our service is delivered via our Somerset Adviceline, Digital channels and face to face appointments. We provide money advice and welfare benefit casework.

**“The beauty of Citizens Advice is that they never really know what issues they are going to be dealing with! They are great listeners and that's the best start to unravelling what needs to be done and the appropriate advice to be given!”**

### Client

Our volunteer model means our services are locally delivered by and for members of the community, directly at the point of need.

**“I am often very humbled when I can help a client and they leave with a smile on their face. Volunteering for Citizens Advice Sedgemoor provides a stimulating and challenging environment in which to provide help and assistance”**

### Volunteer

Whilst people seek help with many problems, the most common are benefits, debt, housing, employment, and relationship problems. Our holistic service will explore other issues in addition to the presenting problem.

The clients we help include those most in need – our clients often live on low incomes, over half of our clients have a physical disability or mental health issues.

Some problems are too difficult to solve through advice alone. Our evidence shows there are systemic barriers which stop people's problems being resolved. Our work helps to remove these barriers by improving policy and practice. This can bring change not only for our clients but also for people who may never come to us for help. Our research and campaigns work provides evidence so that we can better target our support and our resources.

We have around 13 paid members of staff supported by an active board of 7 trustees and a small team of role specific volunteers. We have strong working partnerships with local stakeholders including our primary funder, Sedgemoor District Council.

## Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

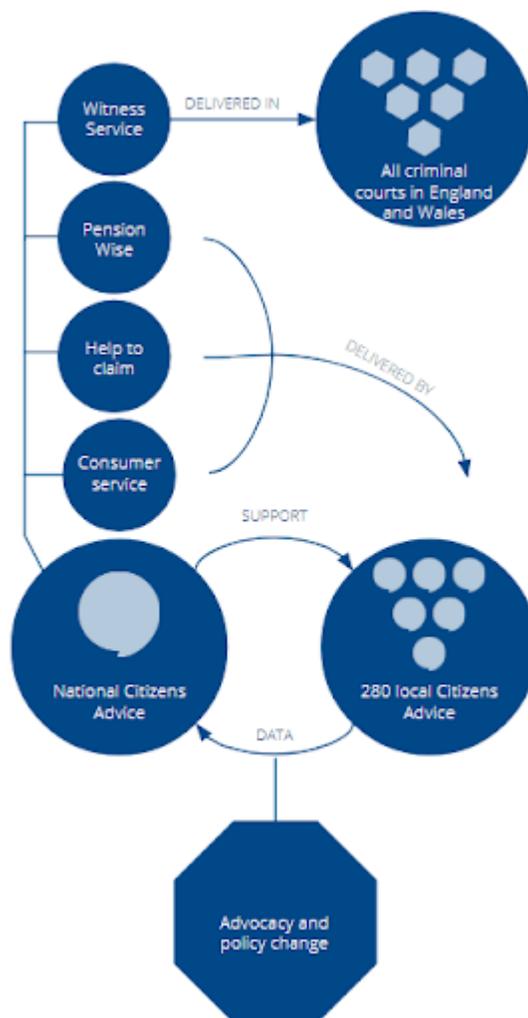
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.





## The role

Role: Generalist Adviser

Hours: 37.5 hours per week.

Location: The main place of work for this role would be Bridgwater. We are currently delivering our service flexibly with a combination of office and home working

Salary: £19,000- £21,000 depending on experience

Contract: 12-month fixed term.

Application deadline: 12.00pm on 16<sup>th</sup> May 2022

This is an exciting opportunity to join our Advice Team at Citizens Advice Sedgemoor, we are looking for an enthusiastic and well organised individual to join our Team. You will have the capacity and drive to undertake learning in order to provide an effective and efficient support service to clients with a variety of issues. You will receive training, support, and supervision to enable you to provide information, guidance, and advice to our clients by telephone or digital channels. The role will encompass various aspects of general advice which will provide a good foundation for developing your career with Citizens Advice.

You may have an advice background or come from an unrelated industry looking for a change in direction. What is important is your ability to learn quickly and apply this knowledge to helping clients. A good attitude to hard work, finding solutions and being able to take constructive feedback are essential as are strong interpersonal, written, and oral skills, and a good knowledge of IT.

To apply, please send a covering letter explaining why you are interested in this role along with a copy your CV to [elaine.allen@citizensadvicesedgemoor.org.uk](mailto:elaine.allen@citizensadvicesedgemoor.org.uk)



## Role profile

### Main Duties and responsibilities

- 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 AdviserNet website 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 and telephoning.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
- Keep technical knowledge up to date.
- Ensure all relevant policies and procedures are followed.

## **Other Duties and Responsibilities**

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.
- Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

## **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.

## **Research and Campaigns**

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

## **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.



## **Person specification**

We are looking for a skilled individual who has:

## **Essential Criteria**

- The ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of interviews.
- The ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- The ability to use telephony and IT systems to deliver services across multiple channels for example telephone, Email, and webchat.

- Proven ability to research, analyse and interpret complex information, produce, and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.
- Ability and willingness to work as part of a team.
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics as well as monitor and maintain standards for advice provision and quality assurance.
- Ability to commit to and work with the aims, principles, and policies of the Citizens Advice service.
- A good up to date understanding of equality and diversity and its application to the provision of advice.
- Understanding of the issues affecting society and their implications for the client and service provision and a commitment to the organisations research & campaigns programme
- A flexible attitude to home-based working.
- Ability to travel to locations within Sedgemoor to attend outreach locations.

Desirable but not essential:

- Knowledge of the benefits systems (including Universal Credit) and the ability to carry out benefit check calculations.
- Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate.

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



### **Terms and conditions**

The main place of work for this role would be Bridgwater. We are currently delivering our service flexibly with a combination of office and home working.

Reasonable expenses will be reimbursed for costs incurred.

This is a 12-month fixed term contract with a probationary period of 6 months.

The full-time working week is 37.5 hours and normal hours are from Monday to Friday 9am to 5pm

The annual leave year runs from 01 January to 31 December and full-time employees are entitled to 25 days paid annual leave plus statutory holidays.

There is an auto enrolment pension scheme with an employer contribution of 7.5%