

Adviceline Telephone Adviser job pack

Thanks for your interest in working at Citizens Advice Bucks. 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:

- Overview of Citizens Advice Bucks
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Craig by contacting Craig.Glynn@cabucks.org.uk

About Citizens Advice Bucks:

As of April 2021, Citizens Advice Chiltern, Aylesbury Vale and High Wycombe came together to form Citizens Advice Bucks, an independent and volunteer-based charity which provides a free and accessible advice and information service to clients across Buckinghamshire.

We can all face problems that seem complicated or intimidating. At Citizens Advice Bucks we believe no one should have to face these problems without good quality, free, independent advice. That's why we're here: to give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

You will be joining a supportive team of over 50 staff and around 100 volunteers all determined to do our best for our clients. Our core values are that we are client-centred, friendly, kind, professional and that we respect our clients, ourselves and each other.

Citizens Advice Bucks is an equal opportunities employer. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.



The role

An Adviceline Telephone Adviser provides information and advice to help our clients online or

over the phone to explore the issues that they need help with and find the information and advice that they need to solve their problems. For clients who have more detailed advice/support needs, adviceline advisers will provide advice to them, and with a supervisor, consider signposting to members of the generalist team, or to suitable external organisations via signpost or referral. If you are able to gather key information through use of effective questioning techniques, we can provide training in the enquiry areas.



Role Profile

Adviceline Information and advice giving

- Assess client's problem(s) using sensitive listening and questioning skills in order to allow clients to explain their problems and identify the key information including time limits, key dates and requirements.
- Use the Citizens Advice resources to find, interpret and communicate the relevant information and advice.
- Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.
- Research and explore options and implications so that clients can make informed decisions and empower them to make their own decisions.
- Act for the client where necessary by conducting a benefit check, where through discussion with the supervisor a lack of capability to take next steps has been identified (limited capability).
- Speak in conjunction with the client to third parties – where necessary.
- Ensure that all work conforms to the organisation's agreed protocols and the quality of advice standard and other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Record information on the Citizens Advice client database and maintain case records for the purpose of quality of advice, information retrieval, statistical monitoring and report preparation.
- Meet the agreed performance targets set by the organisation.

Discrimination

- Identify if there is any question of discrimination and be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

Research and campaigns

- Identify research and campaigns issues and assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Professional development

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

Other

- Support the aim and principles of the Citizens Advice service and its equity and diversity policies
- Perform any other tasks commensurate with the role, as directed by a Senior Manager.

Person specification

Skills and abilities

1. Good interpersonal skills, including sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of advice interviews.
2. Good numeracy skills with the ability to understand and carry out efficient calculations
3. Experience in delivering excellent customer service.
4. Ability to use IT systems in the provision of telephone and online advice interviews, including the ability to input data for record keeping, navigating online information systems, sending emails and using webchat.
5. An ordered approach to work, with the ability to prioritise tasks, managing time effectively within guidelines and willingness to follow agreed protocols and procedures.
6. An understanding of the need for confidentiality and a non-judgmental approach to clients and their issues.
7. The ability to work effectively as part of a team and be able to collaborate with peers and supervisors.
8. The ability to give and receive feedback objectively. A willingness to discuss difficulties in a manner that leads to a positive outcome for all concerned
9. Demonstrate a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills.
10. Committed to the aims, principles and policies of Citizens Advice Buckinghamshire and its equal opportunities policies.
11. Ability to research, analyse and interpret complex information and record in client database accordingly.
12. In accordance with Citizens Advice national policy, we may ask that the successful candidate is 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

Job Title:	Adviceline Telephone Adviser
Location:	Aylesbury, Buckingham & High Wycombe offices. Remote considered.
Hours:	42 hrs/week available (min 21hr commitment)
Salary:	£23,000 (37hrs FTE)
Duration:	Permanent
Closing date:	Assessment and interview dates will be arranged as applications are received, and we reserve the right to close the role early if the right candidate is found



What we give our staff

- Employer Pension Contribution.
- A company that is committed to its employees, valuing their knowledge, creativity and flexibility.
- Ongoing personal training and development.
- The chance to work with amazing people and a nationally recognised charity.
- 25 days leave (plus statutory bank holidays) pro rata per year
- Contractual Sick Pay policy (Once probation period is passed)
- Travel expenses paid when working away from your “base office”.
- All and more outlined in our staff handbook.

How to apply

Please send your CV and covering letter detailing your experience using the Person Specification to admin@cabucks.org.uk