



## Enquiry Adviser

### The role

An Enquiry Adviser provides information and advice to help our clients online, over the phone or face to face - 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 complex issues, assessors and advisers will signpost them to specialist advisers or caseworkers either externally or within our own service.

If you are able to gather key information through use of effective questioning techniques, we can provide training in the enquiry areas.



### Principle Duties

#### 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 calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- 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.
- Be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

### **Research and campaigns**

- Identify research and campaigns issues.
- 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.
- Prepare for and attend training/ supervision sessions / team / staff meetings / external meetings as appropriate.

### **Administration**

- Use IT for record keeping.
- Ensure all work conforms to the organisation's systems and procedures.

### **Core Company Policies:**

- Abide by Information Technology and Health and Safety instructions and policies in use in the Company.
- Participate in research & campaigns work, as organised within the company and at regional or national level by raising evidence forms, providing case studies etc.
- Uphold the Equality and Diversity aims, principles and procedures of the Citizens Advice Service and the company.
- Attend relevant learning and development training, to maintain continuing professional development, in accord with the company learning plan or external bodies requirements.
- Attend meetings arranged within the company, or an external partner agency or within the Citizens Advice Service, that are relevant to the role.
- Uphold information assurance, data security, confidentiality and other client care practices.
- Perform any other tasks commensurate with the role, as directed by a Senior Manager.



## Person specification

- 1 Excellent communication skills, both written and verbal.
- 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 within guidelines and willingness to follow agreed protocols and procedures.
- 6 The ability to prioritise tasks, identify and work to deadlines and manage time effectively under own initiative.
- 7 An understanding of the need for confidentiality and a non-judgmental approach to clients and their issues.
- 8 The ability to work effectively as part of a team and be able to collaborate with peers and supervisors.
- 9 The ability to give and receive feedback objectively and a willingness to challenge constructively.
- 10 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.
- 11 Demonstrate a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills.
- 12 Understanding of the issues affecting society and their implications for clients and service provision.
- 13 Committed to the aims, principles and policies of Citizens Advice High Wycombe and its equal opportunities policies.
- 14 Ability to research, analyse and interpret complex information and record in client database accordingly.
- 15 Demonstrate an understanding of equality and diversity and its application to the provision of advice.

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.



## What we give our volunteers

- An organisation that is committed to its staff and volunteers, valuing their knowledge, creativity and flexibility
- Ongoing personal training and development
- Career opportunities with Citizens Advice after training
- References will be provided after a 6 month period with us

- The chance to work with amazing people in a nationally recognised charity
- Full re-imburement of any out-of-pocket expenses, including home to office travel