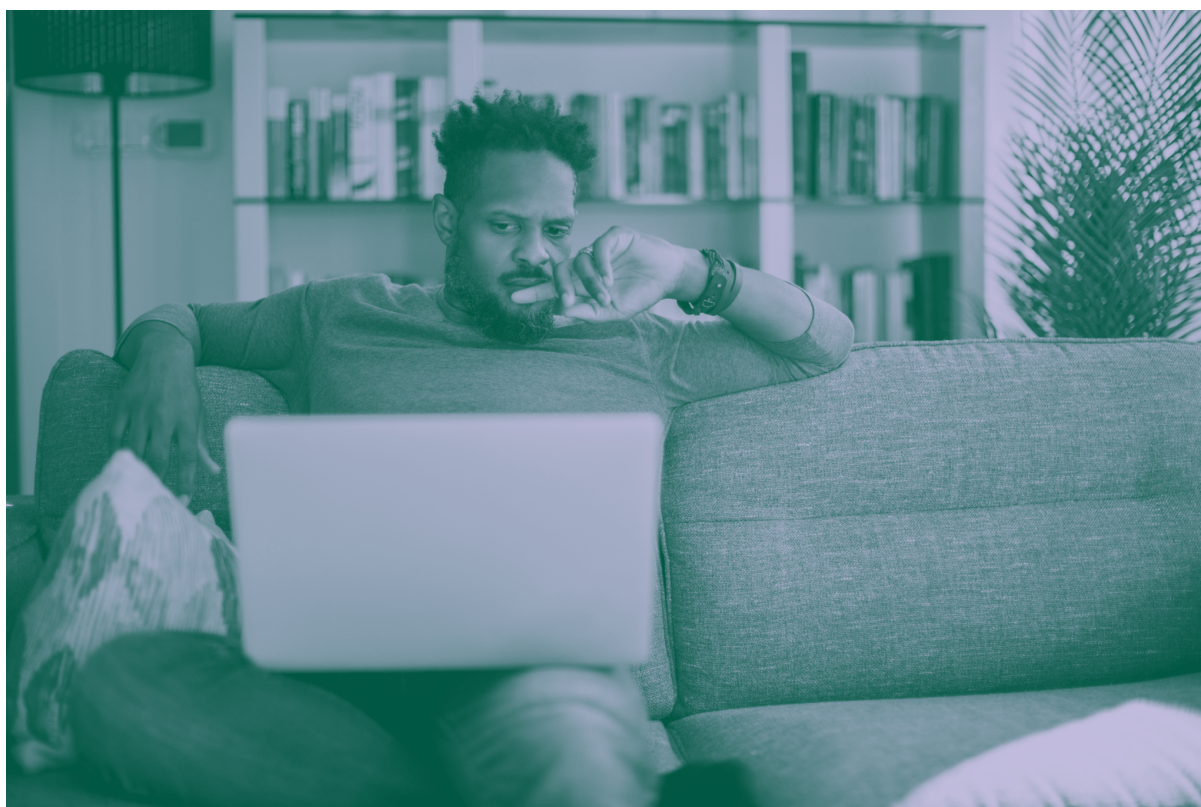




**Staffordshire
South West**

General Adviser

Job Pack



Job pack

Thanks for your interest in working at Citizens Advice Staffordshire South West. 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.

A message from our Chief Executive:

The work we do here at Citizens Advice Staffordshire South West can make a huge difference to clients seeking help and advice.

If you are passionate about supporting individuals and families in need and interested in joining a dedicated, professional team we would love to hear from you.



Julie Marker

Chief Executive Officer

Want to chat about this role?

If you want to chat about the role further, you can contact Laura Dickson by emailing laura.dickson@citizensadvicessw.org.uk or calling 07736924930

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.

What it's like to work here

As a charity, our community-based service has always strived to help anyone who needs it. We are well known, well established and a well-respected organisation that has grown and diversified over 80 years.

Citizens Advice Staffordshire South West has 85 volunteers and staff who work with over 10,000 people to address more than 30,000 issues every year, providing free, independent, impartial and high quality advice. Our service gives people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We provide advice services across the districts of Stafford Borough, Cannock Chase and South Staffordshire. We work in a blended way with a mix of home and office working. We care about our employees' mental wellbeing and ensure everyone can achieve a healthy, happy work-life balance.

We are committed to developing our staff and we work with our staff to support them with their personal and career development. We have a commitment to a culture of learning and work together to problem solve and share learning experiences.

We value diversity, promote equality and challenge discrimination wherever we find it, and through our research and campaign work, we speak up on the issues that affect people's lives.

You will be joining a dedicated, vibrant and talented team of people who are deeply passionate about services which improve people's lives.



The role

Reporting to: Head of Services

Annual Gross Salary: up to £21000 pro rata (dependent on experience)

Location: Based in Stafford and working across Stafford Borough, Cannock Chase and South Staffordshire districts. Currently a blend of office and home working.

Hours: 18.5 hours per week . Contracted hours are distributed across the week to enable some flexibility. Core hours 9:30am - 3pm.

Holidays: 34 days per year including bank holidays (pro rata for part time).

Pension: Opportunity to be enrolled in the workplace pension scheme, subject to meeting auto-enrolment criteria.

Other benefits: Regular training opportunities, full support to carry out your role, opportunities for career progression.

The Role: You will work as part of a multi-skilled team to ensure the effective delivery of an advice service to clients face to face and through telephone and digital platforms on a range of issues.

You will work as part of the General Advice Team to ensure delivery to agreed targets and quality standards of Citizens Advice Staffordshire South West services.



Person specification

Essential Skills and qualities

- ❖ Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- ❖ Proven understanding of equality and diversity 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 meetings.
- ❖ Ability to check accuracy of calculations.
- ❖ Experience of Citizens Advice's advice needs assessment or equivalent
- ❖ Recent experience of Welfare Benefits and generalist advice work.
- ❖ Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
- ❖ Ability to make records of assessments in accordance with Citizens Advice case recording standards.
- ❖ Ability to monitor and maintain own standards.
- ❖ Effective written and oral communication skills with particular emphasis on case recording and form filling.
- ❖ Ability to use IT systems and packages; and electronic resources in the provision of advice, record keeping and document production.
- ❖ 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.

Desirable Criteria

Experience of working in the voluntary sector would be desirable.

Demonstrate understanding of social trends and their implications for clients and service provision.

Experience of providing advice or information by telephone and through other digital media.

How to apply:

Closing Date: 12 noon 12 April 2023

Interview date: week commencing 17 April 2023

Apply here: send your CV with a covering letter to
recruitment@citizensadvice.org.uk

Or post to Jane Adams

The Hub
17 Eastgate Street
Stafford
ST16 2LZ

In accordance with Citizens Advice national policy, we may require 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.