



# Surrey Adviceline Adviser

Thank you for your interest in working at Citizens Advice. 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
- Surrey Adviceline Project
- The role profile and personal specification
- Applying for the role
- What we give our staff

## Want to chat about this role?

If you want to chat about the role further, you can contact Lucy Harris by emailing [lucy.harris@casws.org.uk](mailto:lucy.harris@casws.org.uk) or calling 01483 230846

To submit an application form please send it to [recruitment@casws.org.uk](mailto:recruitment@casws.org.uk). Please also complete our diversity monitoring form.

Closing date: TBC  
Interview date: TBC

## 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 250 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.

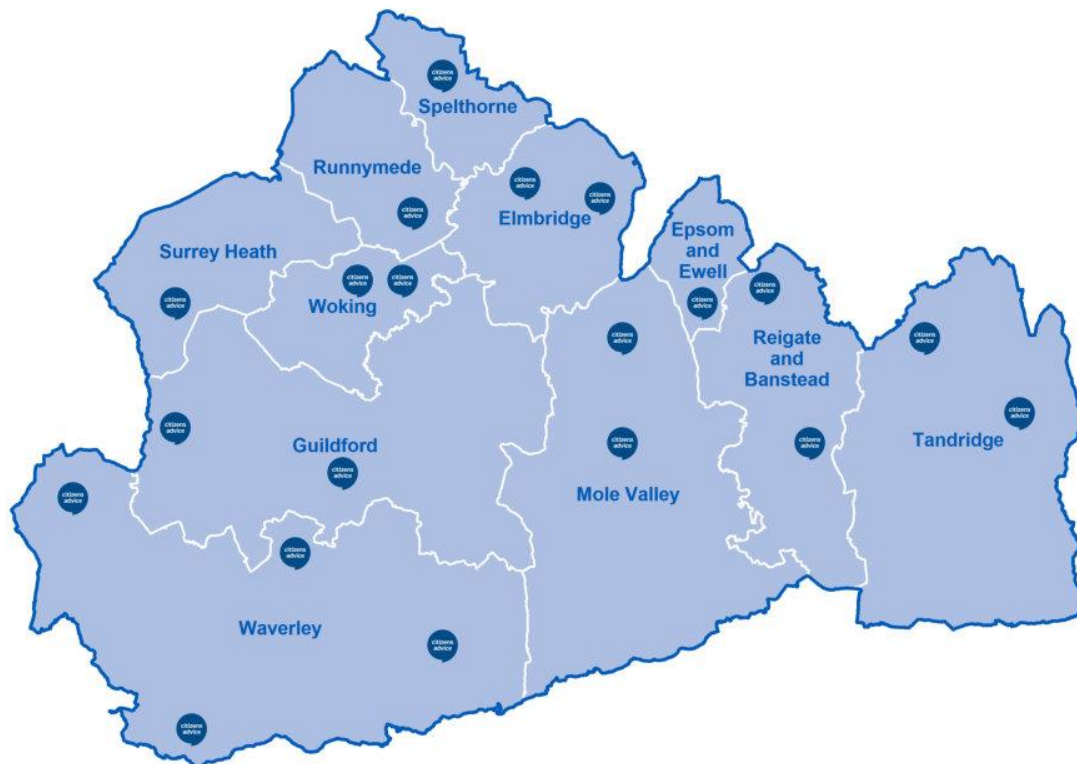
**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# Surrey Adviceline Project

The Adviceline (telephone) service is the main point of access for clients and provides a first response on the full range of advice issues including benefits, debt, housing, family and employment. These generalist adviser roles offer great variety by being the first contact to answer initial queries and supplementing existing advice. Advisers will have the ability to help clients by advising, referring to other services, or arranging next steps where needed.

Across the county, there are 10 different Citizens Advice offices, as well as many more outreach locations. Each Citizens Advice office is an independent charity and member of national Citizens Advice. Whilst separate organisations, we work closely together. This includes projects like No-one Left Behind and our secondary Mental Health service amongst others.

We are trialling a new way of working to increase the accessibility and efficiency of our phone service to deliver an improved experience for clients, volunteers and staff. This new way of working includes all Surrey Citizens Advice offices collaborating by jointly recruiting and organising effective Adviceline support to cover the whole of Surrey. There are 10 roles available to work in one of the Local Citizens Advice offices in Surrey.



# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members.

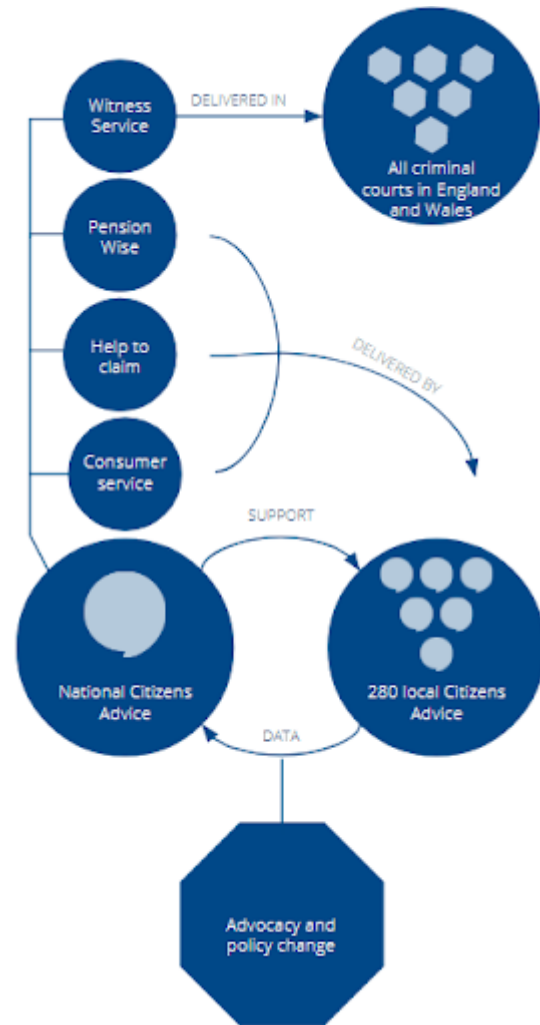
This role sits within our network of independent charities, delivering services from

- 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

## **Full-time and part-time posts available**

**£22,000-£26,000, (pro-rata for part time) 12-month fixed term (with potential for extension)**

## **Office based in one of our local offices in:**

- **Camberley**
- **Tandridge (Caterham and Oxted)**
- **Elmbridge (West)**
- **Epsom & Ewell**
- **Esher**
- **Mole Valley (Leatherhead and Dorking)**
- **Reigate & Banstead (Redhill and Banstead)**
- **Runnymede & Spelthorne**
- **South West Surrey - (Guildford, Ash and Waverley)**
- **Woking**

There's never been a more important time to work for Citizens Advice. As energy bills rocket and costs continue to rise, families are struggling to make ends meet, and we're experiencing record-breaking demand for our services.

Join us on the frontline of the cost-of-living crisis and play a vital role in helping people find a way forward. In this role, you'll have an exciting and unique opportunity to work as part of a new organised, enthusiastic team working across Surrey for one of our most vital and high demand services – Adviceline.

All 10 organisations across the county have agreed to trial a new way of working to increase the accessibility and efficiency of our phone service to deliver an improved experience for clients, volunteers and staff.

Your role in this service will be to be the first point of contact for clients across Surrey looking for advice, once the required training is completed.

As part of the role, we are looking for a self-motivated, enthusiastic and organised team player who can help drive forward the service. No experience working in the charity sector is needed but the successful candidate will have a keen interest in helping people in need no matter what their background. You will have effective communication skills and an ability to work pro-actively, both individually and within a team, along with being able to demonstrate effective computer literacy.

**The Citizens Advice service values diversity, promotes equality and challenges**

**discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic people, as they are currently under-represented in our workforce.**



## **Role profile**

### **Advice Giving**

- To interview, identify client's advice goal and capabilities, undertake full exploration of their advice needs, deliver client's advice and complete accurate client case notes
- To undertake research using our adviser database to identify and provide clients with relevant, accurate, advice, in accordance with their need assessment and record advice references used in the client's case record
- Identify key information (e.g. priority and non-priority debts) and dates and record these into the client's case records
- Complete client registrations, consent statements, profile details and contact details accurately and ensure these are stored on the client record
- Write up the advice session using Advice Information Codes and other procedures in accordance with the Citizens Advice quality standards
- Produce formal communications (letters and emails)
- Undertake follow up advice activities including further conversations with nominated clients or liaise with other agencies as appropriate
- Check information and ensure that records are accurate
- Assist with inputting information onto our national records system and other similar systems, including capturing expected outcomes
- Complete evidence forms to highlight identified research and campaigns issues

### **Research and Campaigns**

- Support our research and campaigns work through various channels including case studies, data collection and client consent
- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel
- Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role

### **Professional development**

- The post holder will be required to complete their training and refresher programmes in accordance with their individual learning plans and the requirements of the Advice Quality Standard.
- Attend relevant internal and external meetings as agreed with your line manager and Surrey Adviceline Coordinator
- Share information and best practice with colleagues
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Participate in organisational initiatives to develop and improve services.
- Identify own training needs and agree with the line manager training and development activities to be undertaken.
- Keep up to date with legislation, policies and procedures and undertake appropriate training

### **Other duties and responsibilities**

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- A commitment at all times to the aims, principles and policies of the Citizens Advice Service and the implementation of our equality policies.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders
- Liaise with other agencies as appropriate
- Support other Citizens Advice work as requested
- Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.



## **Person specification**

### **Essential**

1. 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
2. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing

3. Able to plan effectively and realistically, prioritise and manage own workload in a busy environment and work accurately to deadlines
4. Ability to understand statistics and check accuracy of calculations
5. Strong IT skills and ability to use Microsoft Office/Google including Excel
6. Ability to communicate effectively verbally and in writing
7. Experience of and an ability to deal with clients in a calm, respectful and effective manner.
8. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
9. An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice Service and the positive value of diversity

### Desirable

1. Basic knowledge of one or multiple enquiry areas (ie benefits, debt, housing, employment, family and immigration)
2. Experience of working or volunteering at Citizens Advice



## Applying for this role

Along with this Job Pack your email should include;

Application Form  
Diversity Questionnaire

### Top Tips to complete the application!

On the Application Form please be careful to **demonstrate how you meet the essential criteria listed in the Person Specification**. Please outline any relevant experience or examples per criteria. When assessing applications, we make decisions based on the quality and relevance of the evidence you provide of how you meet the Person Specification.

You may wish to use the S.T.A.R. method when outlining how you meet our requirements:

- Specific – give a specific example
- Task – briefly describe the task/objective/problem
- Action – tell us what you did
- Results – describe what results were achieved





# What we give our staff

## **ANNUAL/TOTAL LEAVE**

Local Terms and Conditions apply

Employees working less than full-time hours will have a holiday entitlement which is calculated pro rata according to the number of days/hours per week, as compared to a full-time employee.

## **PENSION SCHEME**

Further details of our pension scheme will be provided to the successful applicant at offer and contract stage.

## **A COMMITMENT TO YOUR DEVELOPMENT**

Helping you achieve is important to us at Citizens Advice. Training will be provided, and we will work collaboratively with you to identify your learning and development needs, and to assist you to reach these goals. This is a great opportunity to launch and develop your career in the voluntary sector developing a wealth of useful knowledge, skills and experience.

## **DISCLOSURE AND BARRING SERVICE CHECKS (DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

## **EQUALITY AND DIVERSITY**

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise that people with diverse backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other factor that is not relevant to your potential employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality

and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

## **DIGNITY AT WORK**

Citizens Advice is committed to providing a culture in which all staff value each other and can work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

## **POLITICAL IMPARTIALITY**

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid misunderstanding or conflicts of interest, guidelines have been established on staff taking part in party political activities. If you currently hold or are intending to stand for local or national political office, then we will expect you to tell us about this if shortlisted for interview.