

**Generalist Adviser**

Job pack

Thanks for your interest in working at Citizens Advice Bath and North East Somerset 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 BANES
* The role profile and personal specification
* Terms and conditions
* What we give our staff

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| **Want to chat about this role?**If you want to chat about the role further, you can contact Emily by emailing Emily.davies@cab-banes.org or calling 01225 303810. |

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| https://lh6.googleusercontent.com/rV1VVWtESnRAKSo3e13UMETr74uMYm9lmKs6dFFHdlb3XGEZc35rXp0iFmd31iU-rIFvyPOFHd4kMyJdlYti3PXVIC-MSurFNhQsHJju-Awy1zUs-wWpZd-GSaPZfsQlilu9xteE **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. |
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| https://lh4.googleusercontent.com/YD2WcOy-gr-26_A0DWW09BgqTpDqNjFUp2tza7MO4VNgpHTgSrc2v6FSsEV4uPbFWolJl-jrhtXZffr3rkY1htq4wq-FnAdKVlJs8Pwv9Nb7_AODROhWG1-xgu3rLmxJoQtzv0RP | **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 Bath and North East Somerset Citizens Advice works**

Before Covid we had drop-in sessions across the area in One Stop Shops and libraries working in partnership with the local authority and other voluntary agencies. At moment we have had to close these sessions however all our support is now being delivered by phone until we can reopen. Our telephone Adviceline is open from 9.30 until 2.30 every weekday but with your help we hope to be able to extend these hours and provide more support to the residents of BANES.

Our specialist projects provide casework in Debt) and Welfare Benefits (funded by Macmillan, Dorothy House Hospice Care and Bath MS Society). We have a small team of paid staff and a large workforce of enthusiastic, dedicated volunteers. We have access to a wealth of resources as part of our membership agreement with Citizens Advice including an up to date information system, second tier consultancy and national referral units for DROs and ongoing Debt Management for suitable clients.

We are constantly striving to improve our service and current priorities are to help more clients to resolve their problems at the first point of contact, to enable more people to use digital resources and to make it easier and quicker for people to access our help.

  **Overview of Citizens Advice**

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| 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. | https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

  **The role**

Through the Governments Kickstart program, we are looking to take on an additional 6 paid Generalist Advice roles.

You will be given a thorough induction & training program within Citizens Advice to allow you to deal with a full range of enquires from any of our clients.

Initially helping clients by phone, we will help you develop your skills to include giving advice by web chat & video and of course, subject to Covid, face to face as soon as we can reopen our services.

Alongside the initial training we will continue to develop you & your skills during your time with us with the potential to extend your contract by at another 6 months & then hopefully permanently into other roles within the team.

We aren’t looking for brilliant GCSE’s, A Levels or a first-class degree we are looking for people with an understanding of the situations our clients may find themselves in and a willingness to not accept “no” as the first answer.

  **Role profile**

**Advice giving**

* 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.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* 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.

**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.

**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.

**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**

**Essential Criteria**

* Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
* Demonstrate an understanding of equality and diversity and its application to the provision of advice.
* An 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.
* Understanding of the issues affecting society and their implications for the client and service provision.
* Demonstrate an 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 to prioritise own work and meet deadlines.
* Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
* Ability and willingness to work as part of a team.
* Ability to monitor and maintain own standards.

**Desirable Criteria**

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* Language skills and the ability to speak one or more community languages (particularly Somali, Arabic, Urdu, Punjabi or Bengali)

We value diversity and promote equality and would welcome suitably qualified people with disabilities and ethnic minority applicants as these groups are under-represented in our workforce

In accordance with Citizens Advice national policy we will may 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**

Initially we will be offering £8.20 per hour, 30 hours per week rising to £9.00 per hour after 6 months working various shift patens from 9am to 5pm Monday to Friday, plus 6% pension contribution, and the offer opportunities for training and development within the organisation. In line with the Kickstart program we will also help you with your CV, work searching and interview skills in conjunction with other partners across BANES.

 **What we give our staff**

You will be part of a friendly, dedicated team with a real sense of purpose. This post is based in our City Centre office in George Street, Bath but may also be working from other sites across Bath, Midsomer Norton & Keynsham as required. Initially there may also be some home working subject to individual circumstances and government restrictions

Annual leave entitlement is 5 weeks plus bank holidays. Additional long service days are provided from the 5th year of service