



Telephone Advice Senior Adviser – Role Description

Role Purpose

As an already experienced and appropriately trained Adviser or Supervisor with Citizens Advice, the postholder will help provide an effective and efficient telephone advice service to members of the public both directly and by supporting our Advice Session Supervisors.

The postholder will work closely with a committed and experienced team. A DBS check is required for this role.

Salary (DOE): c £12.50 per hour

Hours: 37 hours per week (part-time would be considered)

Contract Term: Up to 12-month Contract

Location: Hybrid or Remote working (offices in Bracknell and Maidenhead)

Reporting to: Advice Service Manager

Main Duties and Responsibilities

Telephone Advice

- Interviewing clients on the telephone, letting the client explain their enquiry and helping the client to set priorities.
- Finding, interpreting, and communicating the relevant information. Exploring options and implications in order that the client can come to a decision.
- Acting, where necessary, on behalf of the client; negotiating; drafting, or writing letters; or making appropriate referrals.
- Completing clear and accurate case records.

Supervising Telephone Advice Sessions

- Provide an appropriate level of support and supervision to individual workers depending on their level of competence.
- Monitor all the case records of designated staff, volunteers, and trainees to meet quality standards and service level agreements.
- Ensure remedial and developmental issues are identified and acted on in a timely manner to develop individuals, improve the quality of advice, and ensure clients do not suffer detriment due to poor or inadequate advice.
- Keep technical knowledge up to date and provide technical support to advisers and / or caseworkers.
- Create a positive working environment in which equality and diversity are well-managed, dignity at work is upheld and staff and volunteers can do their best.

- Ensure the effective performance management and development of volunteers through regular supervision sessions.

Generic

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Keep up to date with research and campaigns (R&C) issues and ensure R&C is promoted and integrated in a way relevant to the role.
- Maintain effective admin systems and records relevant to the role.
- Monitor and evaluate activities appropriate to the role and contribute to the organisational planning process by providing regular reports and feedback on areas of responsibility.
- Attend regular internal and external meetings relevant to the role.
- Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the team.
- Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
- Identify your own learning and development needs and take steps to address these.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

Networking and partnerships

- Develop links with relevant statutory and non-statutory agencies relevant to the role.

Person Specification

- An already experienced and appropriately trained Adviser or Supervisor for Citizens Advice.
- Strong organisational and time management skills, using systems effectively, prioritise appropriately, and enable timely responses to client needs.
- Able to demonstrate good communication, listening skills and empathy to respond appropriately
A strong team player, who can work with the minimum amount of supervision
- Able to demonstrate adaptability, to manage different situations calmly and professionally.
- Ability to work independently, with the confidence to ask for help from the wider team and be proactive in managing challenges.
- Confidence with IT systems as a core element of day-to-day work, including case management, debt and benefits calculations.
- Self-awareness to enable giving and receiving feedback; and constructive engagement to achieve development goals.
- Ability to demonstrate a commitment to the aims and principles of the Citizens Advice service, including its equality and diversity policies, and research and campaigning role.
- Ability to contribute to an inventive, responsible, and generous organisation and team culture, sharing tasks and supporting organisation goals.
- Have right to work in the UK