



## Trainee Telephone Advice Adviser – Role Description

### Role Purpose

As an experienced customer service advisor, call handler, or someone holding relevant transferrable skills with a background in either Debt, Benefits, Housing or Employment, you will undertake an intensive Citizens Advice training programme to provide the knowledge and skills necessary to fulfil the role. Once fully trained, the post holder will help provide an effective and efficient advice service to members of the public and to help influence government and other organisations by informing them of the effect of their actions on the lives of clients. The role works closely with professional and voluntary sector partners, as well as a committed and experienced team. A DBS check is required for this role.

**Salary:** £11 per hour rising to £12 per hour following successful completion of our intensive training programme

**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:** Session Supervisor, Citizens Advice East Berkshire

### Main Duties and Responsibilities

#### Advice Work

- 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 and 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.

#### 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 issues.
- Maintain effective admin systems and records relevant to the role.
- 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 customer service advisor, call handler, or someone holding relevant transferrable skills.
- Demonstrable working knowledge of one or more of the following areas: Benefits, debt, housing and/or employment.
- Able to recognise the root causes of problems and participate in taking appropriate action.
- Keeping up to date on important issues by attending the appropriate training and by essential reading.
- A commitment to continuous professional development.
- Attending internal meetings as appropriate.
- A commitment to the aims and principles of the Citizens Advice service.
- Being open, approachable, and non-judgmental.
- Ability to communicate clearly both orally and in writing.
- Ability to sift through information and extract what is relevant.
- A good level of literacy and numeracy.
- An understanding of why confidentiality is important.
- A good level of IT literacy.
- Be able to input data accurately.
- A positive attitude to self-development and assessment.
- Ability and willingness to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.
- Enjoy helping people.
- Have right to work in the UK