



## Foodbank Adviser

### Job pack

Thanks for your interest in working at Citizens Advice East Berkshire. 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
- Things you should know about us
- Overview of Citizens Advice East Berkshire
- The role profile and personal specification
- Terms and conditions
- What we give our staff



**We are  
Citizens Advice**

**We are the  
people's champion**

# Our mission and values

Our mission is to provide trusted advice at times of change to:

**Provide advice fit for the future** - be there for people when they need us in the ways that help make the biggest impact.

**Close the gap** - end the disparities in access and experience for marginalised people.

**Take early action** – prevent more people reaching crisis by addressing problems early.

Our values are:

- To empower - we are proud to help clients to understand and exercise their rights and responsibilities.
- To provide the best advice – we provide, consistent, high quality, independent advice.
- Inclusive and flexible – we adapt to the changing needs of our clients and society, promoting access to those in greatest need whilst challenging discrimination.
- Open - we are impartial, non-judgmental, act with integrity and learn from feedback.
- One team – of staff and volunteers working together and developing our services with our clients at the forefront of our minds.



# How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 240 local Citizens Advice members.

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

- over 1,600 locations across England and Wales

*with*

- 8843 staff

*and*

- 14,000 trained volunteers

84% of people using our local services would recommend us to a friend.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today.

## Citizens Advice East Berkshire

Serves a population of 435,000 residents living in the areas of:

- Bracknell Forest
- Royal Borough of Windsor and Maidenhead
- Slough

We have offices or outreach services across East Berkshire.

We deliver our service though

- Phone
- Drop in
- Outreach and referral

[Read our 2023/4 Annual Report here.](#)



# Key headlines for 2023 /24

## Citizens Advice East Berkshire



Our income was £801,615



We have 25 staff and 60 volunteers



We helped 6,013 people



With 30,966 issues



We gained £2,582,654 back for clients through assisting them to gain their rightful benefits and helping them write off debts.



Most of the people we advised had problems with benefits, debt and housing issues.



Our clients are very diverse and many of the people we advise have disabilities or long-term health challenges.

# The role

## About the role

Citizens Advice East Berkshire, Bracknell Foodbank, Crowthorne and Sandhurst Foodbanks and the Trussell Trust have come together to deliver free advice service for people struggling to afford the basics. The adviser will offer personalised advice and support to help address the underlying causes of the hardship and work with clients to reduce their reliance on crisis support.

The aim of the service is to help people or households facing hardship to maximise their income. Our advisers also help to identify the need for wider advice (such as debt, immigration, or housing) directing people to specialist onward support.

As an Adviser you will collaborate closely with colleagues at Citizens Advice East Berkshire and the Bracknell and Crowthorne Foodbanks, and will be supported by Supervisors. As an integral member of the team, you will have access to a wide range of resources to successfully deliver advice service from the Foodbank centres. You will be invited to participate in regular briefings, team meetings and training opportunities.

We are advertising for a full-time position but would be open to a combination of part-time hours for suitable candidates. This role is predominantly working from Citizens Advice East Berkshire Offices and Bracknell, Crowthorne and Sandhurst Foodbank Collection Centres but some hybrid working will be possible.

We will provide a suitable laptop, telephony, and headset. This role will be for up to an initial 12-month contract with the potential to be extended.

The closing date for this role is 11 August, 2025 at 23:59. Applications will be reviewed as they are received so we'd love to hear from you as soon as possible!

# Role profile

<b>Job Title:</b>	Foodbank Adviser
Salary:	£24,000 - £26,435 depending on experience
Hours :	Full Time 37 hours per week
Location:	Citizens Advice East Berkshire Offices and Bracknell and Crowthorne Foodbank Collection Centres (some hybrid working is possible)
Immediate reports:	Head of Advice, Citizens Advice East Berkshire
Application closing date:	11/08/25

## Principal tasks and responsibilities

Our Advisers support clients with income maximisation advice and support. This includes:

- An offer of a comprehensive benefits check, exploring the range of available state entitlements
- Identification of emergency issues and advice on how to move forward with those emergency issues.
- Identification and assessment of eligibility for grants and other one-off support, signposting to local Citizens Advice or other agencies for more localised grants that may be available.
- Determination of whether a food bank referral is needed by establishing that the client is unable to afford food as part of the advice interview, if required, an e-referral will be made to the local food bank.
- An initial assessment of wider advice needs, client offered information and, where required, advice. If further advice, follow up or casework is required, the adviser would identify an appropriate agency and signpost for onward support (this may be a local office or another specialist advice provider).

## **1 Activities and tasks**

- 1.1 Deliver advice, information through telephone and other appropriate digital channels to clients calling from throughout England and Wales.
- 1.2 Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to address their problems.
- 1.3 Research local solutions and Issue food bank voucher using Trussell Trust's systems (training provided)
- 1.4 Use Language Line interpreting services when required.
- 1.5 Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
- 1.6 Research and explore options and implications so that clients can make informed decisions.
- 1.7 Refer internally or to other specialist agencies as appropriate.
- 1.8 Ensure that all work conforms to Quality Standards.
- 1.9 Accurately input case records in the Case Management system for the purpose of continuity of case work, information retrieval, and monthly reporting of statistical data.
- 1.10 Participate in team meetings and team chat with other remote workers.

## **2 Campaigning**

- 2.1 Identify campaigning issues of direct relevance to the client group, using evidence to plan and coordinate campaigns for presentation at local level.
- 2.2 Liaise with Citizens Advice and/or other agencies to take concerted action on issues and attend when required relevant meetings.
- 2.3 Liaise with key stakeholders to develop and highlight work of the project.

## **3 Partnership**

- 3.1 To work in partnership with key internal and external stakeholders (Bracknell and Crowthorne Foodbanks, National Citizens Advice, Trussell Trust and other local food banks nationwide).
- 3.2 To cultivate good working relationships with statutory and voluntary agencies.
- 3.3 Provide feedback and updates on client casework and action plans as required.

#### **4 Performance Management and Monitoring**

- 4.1 Understand relevant performance standards for this role.
- 4.2 Deliver on agreed objectives and targets.
- 4.3 Report on the project activities to show outcomes and the impact of the project delivery, including case studies as required.

#### **5 Planning and Organisation**

- 5.1 The post holder will be required to manage their own workload and time effectively and efficiently to ensure the objectives of the role and services to clients are delivered efficiently and on time to agreed targets and deadlines.

#### **6 IT**

- 6.1 Strong computer literacy. We use Teams. Training can be provided but post holder will be expected to embrace new technologies as required.
- 6.2 Experience of customer database management systems. (e.g.: Casebook)
- 6.3 Ability to fully utilise IT systems to prepare and collate statistical or performance information to demonstrate outputs attained.

- 6.4 Ability to analyse data produced to report against the project targets.

## **7 Staff group / Teamwork**

- 7.1 Remain engaged with the wider services provided by Citizens Advice East Berkshire and understand the strategic relevance of the project within the overall context of Citizens Advice East Berkshire service delivery.
- 7.2 Build rapport with colleagues both at Foodbanks and CAEB and ensure the work of the project is communicated at all levels.
- 7.3 Attend and participate in both Foodbank and Citizens Advice East Berkshire team meetings.

## **8 Training and Professional development**

- 8.1 Identify and implements plans for own training and development needs.
- 8.2 Keep up to date with legislation, policies and procedure and undertaken appropriate training as agreed with the line manager.
- 8.3 Attend relevant internal and external meetings as agreed with the line manager.
- 8.4 Prepare for and attend supervision sessions/team meeting/staff meeting as appropriate.
- 8.5 Keeping in touch with local issues, developments, and changes in procedure of other agencies.

## **9 General duties required of all salaried employees**

- 9.1 Uphold the aims and principles of the Citizens Advice service and its Equal Opportunities, Diversity and Dignity at work principles. Ensuring that all dealings with Citizens Advice East Berkshire colleagues and the public are conducted in adherence to Citizens Advice East Berkshire's Equality, Diversity

and Dignity at work policies.

- 9.2 The job holder has a personal responsibility, whilst at work, to preserve and enhance health and safety. They must familiarize themselves with the health and safety aspect of their work and avoid contact which would put at risk the health and safety of themselves and other people including visitors, contractors, and members of the public.
- 9.3 Exercise Discretion in the handling of all sensitive data in accordance with Citizens Advice East Berkshire Information Assurance procedures and policies.
- 9.4 Participate fully in the life of the organisation, attending workers' meetings, internal planning events etc. as agreed with line manager.
- 9.5 Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- 9.6 Keep abreast of organisational changes.
- 9.7 Must be willing to take a flexible and adaptable approach to service delivery. Making a positive contribution to the team.
- 9.8 Carry out any other appropriate tasks requested by the line manager, to ensure the effective delivery and development of the service, subject to any reasonable adjustment under the Disability Discrimination Act.

## Person specification

- 1 Experienced Generalist adviser with up-to-date knowledge of the wider benefit landscape and multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate.
- 2 Ability to be able to work with minimal supervision in a sensitive environment with people who are facing crisis and hardship.
- 3 Ability to carry out accurate benefit check calculations face to face and over the telephone.

- 4 Good exploration skills, including using active sensitive listening and questioning to get to the root of the issues and empower clients, whilst maintaining structure and control of the calls with them.
- 5 Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- 6 Good IT knowledge and keyboard skills, the ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production.
- 7 Ability to work in a confidential environment with an understanding of information assurance and safety in those settings.
- 8 Ability to commit to and work with the aims, principles, and policies of the Citizens Advice service.
- 9 A good up to date understanding of equality and diversity and its application to the provision of advice.
- 10 Ability to monitor and maintain standards for advice provision and quality assurance.

## What we give our staff

- 5% employer pension contribution
- Generous holiday entitlement – 25 days plus 8 days Public Holidays
- Free parking at Maidenhead and Bracknell offices
- Employee Assistance Programme
- Employee Perks Programme

## Next steps

An application form for this role can be found on our website

<https://caeb.org.uk/category/jobs/>

Please send your completed Application Form and Diversity Monitoring Form to [recruitment@caeb.org.uk](mailto:recruitment@caeb.org.uk)

The application closing date is midnight on 11 August 2025

**Please note:** All candidates are required to complete the official application form. Submissions of CVs alone will not be accepted or considered.

# Guidance notes for applicants

## **Disability**

Please provide any information you wish us to consider when we are reviewing your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## **Entitlement to work in the UK.**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice East Berkshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

## **Diversity Monitoring**

Citizens Advice East Berkshire values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice East Berkshire. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

## **Information, experience, knowledge, skills, and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills, and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example.

Task – briefly describe the task/objective/problem.

Action – tell us what you did.

Results – describe what results were achieved.

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family, or home responsibilities, can also be given.

### **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Candidates selected for interview will be required to undertake a practical assessment and interview.

### **Interview Dates**

Interviews will take place on the dates listed in the advert. Candidates selected for interviews are expected to be available, to attend interview on the date(s) stated in the advert. Citizens Advice East Berkshire strive to conduct a fair recruitment process, and this means only in exceptional circumstances will interview dates be rescheduled. The aim being to interview all selected candidates on the stated date within the same period. Request to reschedule an interview date, will only be made for cases of exceptional emergency, where evidence supporting the request has been provided to the interview panel.

### **Feedback – Applications and Interview**

Please note due to high volume of application forms received for recruitment vacancies, we are unable to provide Feedback on completed application forms.

The panel will only provide Feedback to candidates who were selected for and attended interview. A request must be made by the interviewee for feedback on their performance.

### **References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.

References will only be taken up for successful candidates following interview.

### **Criminal convictions**

Anyone who applies to work within Citizens Advice East Berkshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice East Berkshire. Much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure & Barring checks are only requested where proportionate and relevant to the post concerned. This post will require a Basic DBS Disclosure.