

Telephone Advice Assessor

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 East Berkshire.

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...
**highly trained
advisers here
to help.**

We are



The people's champion.

Our mission and values

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

Provide advice fit for the future

be there for people when they need us in the ways that 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

- To empower clients to understand and exercise their rights and responsibilities.
- To provide, consistent, high quality, independent advice.
- To be Inclusive and flexible, adapting to the changing needs of our clients and society. We promote access to those in greatest need whilst challenging discrimination.
- We are impartial, non-judgmental, act with integrity and learn from feedback.
- We are one team of staff and volunteers, working together 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 network of independent charities, delivers services over:



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

No one encounters as many people with such diverse challenges as we do - giving us unmatched insight into the issues shaping lives 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 and outreach services across East Berkshire.

We deliver our service through

- Phone
- Drop in
- Outreach and referral

[Read our 2024/25 Annual Report here.](#)



Key headlines for 2024 /25

Citizens Advice East Berkshire



Our income was £823,700



We have 25 staff and 60 volunteers



We helped 6,634 people



With 40,364 issues



We gained £8,282,901 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.

Role Profile

Job Title:	Telephone Advice Assessor
Salary:	£24,377 per annum
Hours :	Full Time - 37 hours per week Will consider a job share
Contract Term:	Permanent
Location:	Hybrid. Citizens Advice East Berkshire has offices in Bracknell and Maidenhead. We can be flexible to office and remote working.
Immediate reports:	Advice Service Supervisor
Application closing date:	25/01/26
Interview date:	from 26/01/26

Principal tasks 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 in line with the Quality of Advice standards.

Networking and partnerships:

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

General:

- Keeping up to date on important issues by attending the appropriate training and by essential reading.
- 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.
- A commitment to continuous professional development.
- Attending internal meetings as appropriate.
- 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.

Person specification

Required:

- Experience as a customer service advisor, call handler, or with relevant transferrable skills.
- Able to recognise the root causes of problems and participate in taking appropriate action.
- 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.
- Enjoy helping people.
- Have right to work in the UK

Desirable:

- Demonstrable working knowledge of one or more of the following areas: Benefits, debt, housing and/or employment.

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

The application closing date is midnight on 25 January 2026

Interviews will take place from 26 January 2026

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 demonstrates 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 may be interviewed online or in person.

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. Please note, we require receipt of two satisfactory references before you can start work for us.

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.