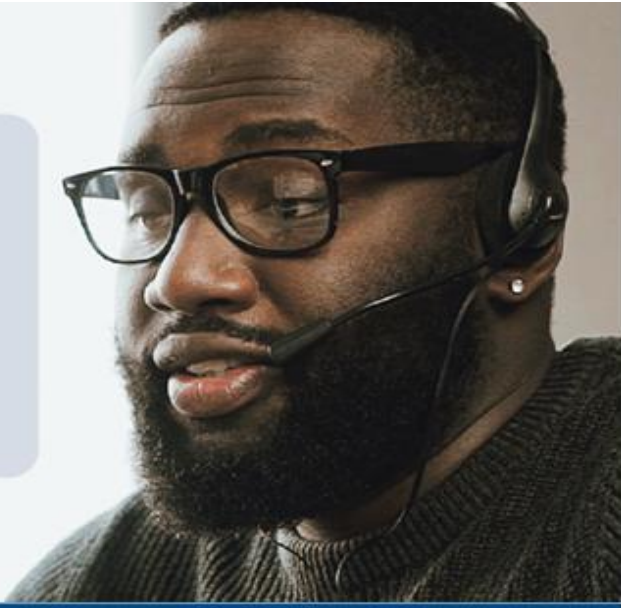


Community Advice Adviser & Advice First Aid Trainer

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 17 staff and 71 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

Community Advice Adviser & Advice First Aid Trainer

Location: Community venues across East Berkshire, predominantly Slough, with occasional travel across the wider East Berkshire area.

Responsible to: Head of Advice

Hours: Part Time - 24.5 hours per week (0.7 FTE)

Salary: £18210 (£26014 FTE)

Contract: Permanent, subject to funding

Job Purpose

The post holder will provide high-quality, client-focused generalist advice to support individuals and families experiencing a range of social, financial and personal issues. Working from community settings across East Berkshire, they will help service users understand their options, access appropriate services and achieve positive outcomes.

In addition, the post holder will undertake accredited Advice First Aid training and subsequently deliver training and awareness sessions to professional and voluntary sector partners, building their confidence and skills to identify advice issues early and make effective referrals.

Key Responsibilities:

Advice Service Delivery

- Deliver generalist advice and information covering areas such as welfare benefits, debt, housing, employment, energy, consumer and family issues.
- Conduct client assessments, identifying needs and appropriate courses of action.
- Provide advice through face-to-face appointments, outreach sessions, telephone and digital channels as required.
- Support clients to access services, complete forms, make applications and understand their rights and responsibilities.

- Maintain accurate client records and case notes using the organisation's case management systems.
- Work towards agreed performance targets and service outcomes.
- Identify safeguarding concerns and follow organisational procedures where necessary.
- Signpost and refer clients to specialist services where issues fall outside the scope of generalist advice.

Outreach and Community Engagement

- Deliver advice sessions from community venues throughout East Berkshire, with a particular focus on Slough.
- Develop positive working relationships with local organisations, community groups and stakeholders.
- Promote advice services and encourage access among underrepresented and vulnerable communities.
- Support community engagement initiatives and awareness events.

Advice First Aid Training

- Undertake and maintain Advice First Aid accreditation and associated continuing professional development requirements
- Deliver Advice First Aid training sessions to voluntary, community and statutory sector organisations and develop and maintain referral pathways with community organisations participating in the Advice First Aid programme.
- Develop and maintain training resources, presentations and supporting materials. Build and support a network of trained Advice First Aiders, providing ongoing guidance, updates and refresher learning opportunities
- Evaluate training effectiveness and contribute to continuous improvement of the programme.
- Act as an ambassador for the Advice First Aid approach across East Berkshire.
- Monitor and record referrals arising from Advice First Aid activity, contributing to project evaluation and impact reporting.

Quality and Compliance

- Ensure all work complies with organisational policies, quality standards and data protection requirements.
- Maintain confidentiality and professional boundaries at all times.
- Participate in supervision, team meetings, training and continuous professional development activities.
- Contribute to service monitoring, reporting and funding requirements.

Person Specification:

Essential Knowledge and Experience

- Experience of delivering advice, information, guidance or support services to members of the public.
- Knowledge of common social welfare issues affecting communities, including benefits, housing, debt or employment.
- Experience of working with vulnerable or disadvantaged individuals.
- Ability to manage a varied workload and prioritise effectively.
- Experience of maintaining accurate records and using databases or case management systems.
- Experience of developing positive relationships with partners and stakeholders.

Essential Skills and Attributes

- Excellent communication and interpersonal skills.
- Strong interviewing, listening and problem-solving abilities.
- Ability to explain complex information clearly and sensitively.
- Confidence in delivering presentations and facilitating group learning.
- Ability to work independently and as part of a team.
- Commitment to equality, diversity and inclusion.
- Strong organisational and time-management skills.

Desirable

- Advice qualification or willingness to work towards one.

- Previous experience delivering training or workshops.
- Knowledge of local services and support networks within East Berkshire.
- Understanding of Advice First Aid or similar early intervention and referral models.
- Full UK driving licence and access to a vehicle

What we give our staff

- 5% employer pension contribution
- Generous holiday entitlement – 25 days plus 8 days Public Holidays (pro-rated for part-time employees)
- 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 23:59 1st September 2026

Interviews will take place from 7th September 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 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.