

# Advice Assessor

**Volunteering as part of advice services team, providing an effective and efficient triage service to members of the public.**

**We train our assessors, which help in developing the skills needed to deliver an excellent level of service to our clients across a range of channels, including email, telephone, webchat and face to face.**

**As an advice assessor you'd:**

Be the first point of access for Citizens Advice clients when they visit or contact our service either by telephone, face to face or through email or webchat.

Help with a wide range of problems and issues our clients face.

Support the general public across all ages and backgrounds.

Refer our clients to more specialist advice where needed.

Give information from our Citizens Advice online information system and other sources to our clients in order to help solve their problems.

Keep records of all our clients' cases on the database.

Help prevent future problems for wider society by identifying issues that affect a lot of our clients.

Attend internal and external training courses (travel expenses will be reimbursed).

**Personal Skills and Qualities:**

Be confident or familiar with keyboard skills, including searching the internet.

Be confident inputting data.

Being open minded, approachable and not judge clients.

Be good at listening.

Have a good telephone manner.

Ability to communicate clearly both orally and in writing.

Ability to sift through information and extract what is relevant.

Basic mathematical skills, including percentages.

Respect for views, values and cultures that are different to their own.

An understanding of why confidentiality is important.

Being open to using telephones & computers on a regular basis.

Ability to work as part of a team.

Ability to recognise their own limits and boundaries in the role.

Enjoy helping people.

**You could do this role if you are available to volunteer for 2/ 3 hours a week**