



Telephone Assessor

Job pack

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

Want to chat about this role?

For an informal chat about the role contact Samantha Mabbott by emailing ceo@citizensadvicehart.org.uk

How Citizens Advice Hart works

Citizens Advice Hart is a local charity and part of the national Citizens Advice network, providing a free, independent impartial and confidential advice service to around 2,700 people with over 8,000 issues each year. We help our clients find a way forward with a range of problems including accessing welfare benefits, managing debt, resolving employment, consumer, family relationship and housing issues. We operate from our Fleet office and at outreach locations across Hart District local authority.

We have 15 members of paid staff and over 40 volunteers. Our advice facing roles operate across different channels such as face to face appointments, webchat, email and telephone as this makes our service far more accessible to our clients. We run a

number of projects including a service for those affected by cancer, to help those facing debt and at risk of eviction, those facing difficulty with fuel debt amongst other services. We have ambitions to develop new services in support of the more vulnerable members of our district.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of 264 local Citizens Advice members.

The service provides support through 1753 locations across England and Wales. They do this with:

- 8700 local staff
- over 18,800 trained volunteers



The role

As Telephone Assessor you will play a key role providing support and consistency on our telephone platform. The role is integral to providing advice to clients by telephone, recording client cases in our database as well as providing support to our volunteer telephone assessors and trainee assessors. There is real potential for personal development and professional satisfaction.



Role profile.

1 Service Delivery and Quality

- Be the first point of access for Citizens Advice clients when they call our telephone advice service number
- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
- Use the Citizens Advice public website and internal information system to find, interpret and communicate the relevant information

- Research and explore options and implications so that clients can make informed decisions
- Support the general public across all ages and backgrounds
- Give information from our Citizens Advice online information system and other sources to our clients
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality Standard, as appropriate
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Help prevent future problems for wider society by identifying issues that affect multiple clients
- Attend internal and external training courses, meetings and events.
- Help to identify unjust practice

2 Other Duties/ Responsibilities

- Provide support to the volunteer telephone assessors and trainee assessors
- Maintain records and provide reports on telephone advice performance when requested
- Adhere to expectations, requirements and targets for funded advice projects



Person specification

Essential Criteria

- Ability to commit to and work with the aims, principles and policies of the Citizens Advice service
- Ability to monitor and maintain own standards
- Effective written and oral communication skills
- Ability to use IT systems and packages, and electronic resources in the provision of advice, record keeping and document production

- Ability and willingness to work as part of a team
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
- Ability to prioritise own work
- Be good at listening
- Have a good telephone manner
- Enjoy helping people
- Respect for views, values and cultures that are different to their own

Desirable Criteria

It is important to us that you are customer focused, have a keen interest in improving services for the local community and in social policy work and that you support Citizens Advice values.



Terms and conditions

The terms are:

- This is a permanent staff position
- Hours – 15 –22.5 hours a week Monday to Thursday (flexibility on hours)
- Pay – FTE £23,800 – pro rata for hours agreed

Our standard terms and conditions include:

- 37.5 hours is an FTE working week
- 33 days holiday including bank holidays (holiday year runs January – December) pro-rata for part time hours
- 5% employer pension contribution to People’s Pension personal pension scheme- with 3% minimum employee contribution



What we give our staff

One of our key priorities is to ‘Make Us a Great Place to Work and Volunteer’.

We provide a confidential help line, counselling, and other benefits.

We prioritise learning and development to both fulfil individual potential and to meet our strategic plan objectives. We also foster a supportive team approach reflected in our behaviours to each other including well-being and dignity at work.

We provide comprehensive training that will give you the skills you need to deliver a high-quality service to our clients. Our electronic information system contains most of the information you will need when advising clients. All assessors are insured by Citizens Advice in case mistakes are made.

Once you have qualified you will have the opportunity to develop further skills and increase the depth and breadth of your knowledge

Our Trustee board ensures that our workplace is a healthy and safe one and reviews policies to ensure they are fit for purpose and available to all.

We conduct an annual people survey which gives us feedback about how we can improve our support to those who work and volunteer for us and we hold regular team meetings to improve communication and teamwork.