



Generalist Adviser

(eight month contract – August 2021 – March 2022
with potential for extension)

Job pack

Thanks for your interest in working at Citizens Advice Cornwall. 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 locally and as part of a nationwide service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice Cornwall and Citizens Advice nationally
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 9 local offices and several digital outreaches and work closely with 300 independent local Citizens Advice services across England and Wales and 6 national offices.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Citizens Advice Cornwall

Citizens Advice Cornwall offers free, independent, confidential and impartial advice to everyone, covering areas such as benefits, debt, employment, housing, consumer issues and discrimination. We value diversity, promote equality and challenge discrimination.

We aim at all times to recruit the person who is most suited to the job and welcome applications from people of all backgrounds. We particularly welcome applications from disabled, Black, Asian or Minority Ethnic people, as they are currently under-represented in our workforce.

Whilst we rely on volunteers to take on a wide variety of roles, the day-to-day management and organisation is undertaken by a dedicated team.

The service aims to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

We have 9 offices located across Cornwall and also deliver our services through phone, webchat, email, text service and face to face via digital Help Hubs and in person.

We help around 9,500 people every year across a range of projects including our Core Generalist Advice Service, Money Advice Service, Help to Claim (Universal Credit), Macmillan, specialist casework in housing, employment and benefits and financial capability and energy projects.

We have around 80 members of staff and up to 120 volunteers providing the service and we work with a number of other voluntary sector and statutory bodies to provide seamless support to the most vulnerable in our community.

How we fit into the Citizens Advice service nationally

Citizens Advice Cornwall is an independent charity and a member of the national Citizens Advice service. Citizens Advice is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

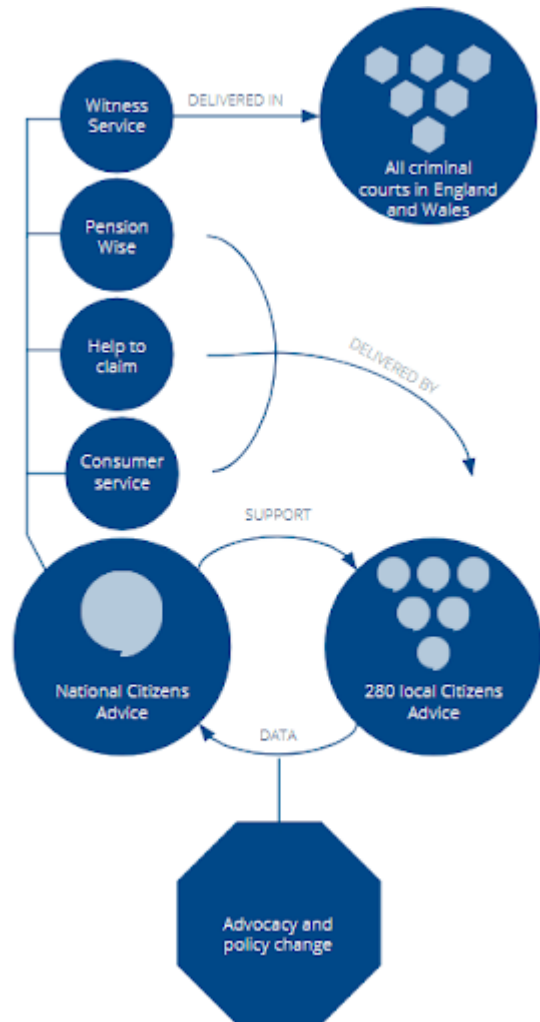
The Citizens Advice service is a network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

This is provided by:

- 6,500 local staff
- over 23,000 trained volunteers

This means that 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. Our ambition in Cornwall is that everyone can access our help easily and locally via phone, webchat, email, text and where necessary in person.





The role

These roles are funded by Coronavirus Outbreak Management funding through to March 2022. Our generalist advisers are the bedrock of our work, talking to people about their problems, finding ways for them to move forward and make informed decisions about their future. Advice Line is our telephone advice service and we also operate webchat and digital appointments via Skype. Working as an adviser provides you with a wide range of valuable skills and gives you the satisfaction of helping a cross section of society with a large range of issues and working as part of a wider office-based team .

How the postholder will work.

- 37 hours per week – flexible between 9am and 8pm and poss Saturday mornings
- Salary - £19,632 - £23,344
- Fixed term contract to March 2022 with possible extension
- To be based initially at one of our 9 offices but ultimately can be blended working
- Full training provided
- Access to mental health and wellbeing support from Togetherall
- 28 days holiday pro rata including Bank Holiday



Role profile

What the person will do

Main duties and responsibilities

- To help provide an effective and efficient advice service to members of the public.
- Interviewing clients on the telephone, webchat or via a skype call and enabling them to explain their enquiry and helping them to set priorities.
- Finding and interpreting relevant information from our website and databases.
- Exploring options and implications so 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 on our bespoke database.

- Recognising the root causes of problems and participating in taking appropriate action, including being able to correctly assess clients' needs.
- Keeping up to date on important issues by attending the appropriate training and by essential reading and attending bureau meetings.
- To help influence government and other organisations by raising issues for our Research and Campaigns team to take forward.

Personal Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training
- Attend relevant internal and external meetings as agreed with the line manager.
- Ensure full compliance with Confidentiality and Lone Working policies, GDPR, Safeguarding and ASK RE (Domestic violence)

General

- Keep up to date with Citizens Advice aims, policies and procedures and ensure these are followed
- Keep up to date with charity policies, procedures and have an understanding and awareness of current client issues
- Ensure the work reflects and supports Citizens Advice service equality and diversity strategy
- Abide by health and safety guidelines and share responsibility for our own health and safety and that of the wider team
- Develop and maintain effective administration systems and records relevant to the role
- Maintain an awareness of the work of the Research and Campaigns team locally and nationally
- Identify social policy issues that support the work of the Research and Campaigns team
- Represent the organisation as appropriate at Citizens Advice and other statutory, voluntary and commercial organisations, professional bodies and institutions.
- Oversee and monitor effective and efficient administrative systems.
- Attend meetings as required.
- Complete the required training to comply with quality assurance processes

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service



Key Relationships

- Supervisor
- Service Delivery Lead
- Other Generalist and Specialist Advisers
- Project Workers within Citizens Advice Cornwall



Person specification

Essential Criteria

- Demonstrable ability as an adaptable and effective communicator, delivering and accepting information at a variety of people levels (verbal, written, presentation).
- Ability to sift through information and extract the relevant parts
- Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.
- Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records
- Ability to maintain confidentiality
- Numeracy skills and the ability to work within established financial systems.
- Fully conversant with Microsoft Office Suite including excel, word, outlook, PowerPoint and Teams.
- The ability to commit to and work within the aims, principles and policies of the Citizens Advice service and the vision of Citizens Advice Cornwall
- Respect for views, values and cultures that are different to their own
- Commitment to reflective performance and continuing professional development
- Willingness to work as part of a team or alone
- Ability to work on own initiative

Desirable Criteria

- Understanding of the voluntary and community sector and the challenges and opportunities facing the sector

In accordance with Citizens Advice national policy the successful candidate will be required to undergo screening for a basic criminal check (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.

July 2021