

**Trainee Adviser**

**Job pack**

Thank you for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Overview of the Citizens Advice service
* Overview of the project
* The role profile and person specification
* Basic terms and conditions of employment

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|  **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. |
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|  | **3 things you should know about us** |

**1. We’re local and we’re national**. We have 6 national offices and offer direct support to people in 270 independent local Citizens Advice services across England and Wales.**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. |

 **Overview of the Citizens Advice service**

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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 270 local Citizens Advice members.Bridport and District is a local Citizens Advice office covering an extensive area of Western Dorset which includes 3 towns (Bridport, Beaminster and Lyme Regis) and 24 outlying parishes and parish groups. We are an independent charity in our own right. We serve a population of 37,000 people and help 2500 clients a year with benefits, debt, housing, employment and other enquiries. We are supported by a small paid staff team and over 60 volunteers. We offer specialist services in benefits, including appeal tribunal representation, debt and energy advice. We work in close partnership with the other Citizens Advice in Dorset (CAiD) including jointly staffing the Dorset Adviceline telephone service. |  |

 **The project**

Citizens Advice Bridport and District has obtained funding from the National Lottery and Wessex Water for a trainee adviser role. This is a chance to train and achieve the highly regarded and transferrable Generalist Adviser competences with a successful local Citizens Advice charity. Funding is for an 18 hour per week post, for 18 months starting March 2025.

We have a successful track record in obtaining grant funding and will be actively seeking further funding to extend the post.

The post would be ideal for someone embarking on a journey towards a rewarding career in the charitable legal advice sector and who wants to benefit their local community and make a difference.

 **The role**

To allow us to help more people by training an adviser, to improve organisational resilience and increase our capacity to deliver funded project work.

You will be trained to provide assessments and advice in the full range of advice areas (debt, benefits, employment housing, family, consumer) completing the training needed to qualify as a Generalist Adviser within 6 months.

You will focus initially on supporting the delivery of our Adviceline telephone triage service. During the course of your employment, you will receive training to develop your competencies in providing more in-depth advice, particularly in relation to welfare benefits. You may be required to support in person advice both at our main office and outreaches with appropriate training.

We want people who are passionate about giving an effective service to those most in need. You will need to demonstrate that you can engage skilfully with clients who may be vulnerable or distressed.

You will be a highly motivated strong team player with excellent interpersonal and organisational skills. You will have the ability to understand written and oral information of some complexity and have good numeracy skills.

You will be based within and employed at the Bridport Citizens Advice office but travel to other locations in our District may be required.

The role is initially fixed for 18 months but could be extended subject to further funding.

The Citizens Advice service values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.

 **Role profile**

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| **Job Title:** |  **Trainee Adviser**  |
| **Reporting to:** |  **Advice Service Manager** |
| **Salary:** |  **£25,183 starting salary gross FTE (£12,251 actual)****With pay review in October 2025**  |
| **Hours of work** |  **18 hours per week**  |
| **Locations:** | **Bridport & District main office** Some travel to our outreach locations may be required.  |
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| **Job Duties** |
| **Training and professional development** | * Complete adviser in-house materials and distance learning modules and group sessions as required. Obtain generalist adviser accreditation within 6 months of starting.
* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Prepare for, attend and contribute to daily briefings, supervision sessions/team meetings/staff meetings as appropriate.
* Identify and develop your own learning opportunities
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| **Working with Clients** | Once fully trained, be supported to provide generalist advice complying with our quality standards: * Provide assessments to help clients to make progress towards resolving their problems by phone, in person, by email
* 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.
* Provide interventions to clients to help them achieve their goals
* Use the Citizens Advice website to find, interpret and communicate the relevant information.
* Research and explore options and implications so that clients can make informed decisions.
* Act for the client where necessary by drafting or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* Refer internally or to other specialist agencies as appropriate.
* Maintain detailed case records including recording outcomes for the purpose of continuity, information retrieval, statistical monitoring and report preparation.
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| **Contribute to team** | * Contribute to the efficient working of the team in delivering against any delivery requirements
* Engage with team members, sharing knowledge and good practice and supporting each other to problem solve
* Attend and participate in local team meetings or other relevant meetings as directed by your line manager
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| **Quality** | * Meet the requirements of Citizens Advice Quality Framework and quality supervision
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| **Equality and Diversity** | * Ensure that work undertaken reflects and supports the service’s Equality and Diversity Strategy
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| **IT Proficiency** | * Develop and maintain Information Technology proficiency to support your work requirements
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| **Other** | * Assist with research and campaigns work, providing information about clients' circumstances by completing evidence forms.
* Comply with all the organisation’s published policies and procedures. Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Uphold the values, aims and principles of the organisation.
* Undertake any other duties as might be reasonably required within the scope of the role.
* Work under the direction and supervision of your line manager or session supervisor and act on feedback and any corrective actions in relation to client enquiries as directed.
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 **Person specification**

Please show how you cover the points in this section in your application form. We are looking for the following personal qualities in this role:

 1. A commitment to learning and development, conscientious and hard working.

2. Excellent inter-personal skills and telephone manner, empathic, sensitive to others and able to establish good rapport with users of the service.

3. Ability to understand complex information and communicate this in an effective way to users with varying needs and understanding.

4. Open-minded and willing to challenge own preconceptions and those of others.

5. Methodical, systematic and able to keep accurate case records.

6. A problem solving approach and interest in social justice.

7. Good IT skills, including use of Office 365, Teams and ability to learn new systems.