

**General Adviser Job Pack**

Thanks for your interest in working at Citizens Advice Knowsley. 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
* Overview of Citizens Advice and Citizens Advice Knowsley
* The role profile and personal specification
* 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.

**How Citizens Advice Knowsley works**

**Citizens Advice Knowsley have 2 main advice sites:**

Kirkby – Offices providing Generalist and Specialist Advice Services.  The District and Registered Company office is also based at the Kirkby Site as well as our Specialist Debt Caseworker Teams.

Huyton – Offices providing Generalist and Specialist Advice Services.

We also deliver outreach services in Halewood and Stockbridge Village by appointment only,

Volunteers are trained and work at all sites in the District and all our offices are in central town locations.

Mobility – all paid staff in the organisation may be required to work at any of the Advice Sites and/or Outreach Services.

Closing Date for applications Monday 30th September 2024

Interviews will take place on Thursday 10th October 2024

**We are committed to striving to achieve equal opportunities for everyone.**

Candidates selected for interview will be contacted by email with interview arrangements.  Please ensure that you provide an email on the application form.

We are unable to notify candidates who have not been shortlisted due to limited resources therefore if you have not been contacted by Thursday 3rd October 2024 you can assume that your application has been unsuccessful.

**How we will use your information?**

The information you give us on the application form will be used to help us decide whether to recruit you as a member of staff - this is our ‘legitimate interest’ under data protection law. It will only be seen by staff involved in the recruitment process and will be stored securely.

If you are recruited, we will retain your contact information in order to involve and support you. We will also collect additional information, such as next of kin details, and over time records of training, support meetings and where relevant, appraisals. Again, it will be kept securely, and only those people who need to see your information in order to involve you will have access to it.

All use of applicant’s information will be relevant to their involvement, and may include:

* Contacting applicants when necessary
* Making reasonable adjustments to improve accessibility
* Monitoring statistical details of our applicants
* Providing ongoing support to applicants
* Addressing problems or complaints

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner’s Office website: [www.ico.org.uk](http://www.ico.org.uk/)

 **Job description**

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| **Job title:** | General Adviser |
| **Contract term** | 12 Months Fixed Term Contract |
| **Reporting to:** | Advice Services Manager |
| **Salary:** | £25,081 |
| **Hours:** | 35 hr. p.w. |
| **Employers’ Pension contribution:** | 6% |
| **Location:** | The role will delivery services from our Kirkby and Huyton offices and outreach locations across Knowsley. Some home working will be considered. |
| **Role Purpose** | This position is funded by Scottish Power Energy Networks, to help provide an effective and efficient advice service to members of the public. To help influence government and other organisations by informing them of the effect of their actions on the lives of clients. |

 **Role profile**

### **General**

* Uphold the aims and principles of the Citizens Advice Service
* Work within the Service’s policies and values, especially equal opportunity and anti-discrimination policies
* Work within health and safety guidelines and principles, sharing responsibility for own health and safety and that of colleagues
* Keep up to date with legislation, policies and procedures and undertake appropriate training, ensuring any relevant training requirements are observed.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the General Advice Supervisor
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
* To work to Key Performance Indicators.

**Advice giving**

* 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 AdviserNet 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 calculating, negotiating, 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.
* Ensure that all work conforms to the bureau's office manual and quality standards 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.

**Social policy**

* Assist with social policy work by providing information about Clients' circumstances through the appropriate channel.
* Alert Clients to social policy options.
* Keep up to date with social policy issues

**Research and campaigns**

* Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.
* Alert clients to research and campaigns options.

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

**Administration**

* Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure IT information assurance training is completed on an annual basis.
* Ensure that all work conforms to the bureau's systems and procedures.
* Provide statistical information on the number of clients and nature of cases.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the Citizens Advice service.



**Person specification**

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| --- | --- | --- |
| **Experience** | 1  2  3  4 | You must demonstrate that you have, or are working towards a Citizens Advice Generalist Adviser Certificate or equivalent.  Demonstrate competence in key advice areas.  Be able to work without direct support and supervision.  Have recent experience of Benefits and generalist advice work. |
| **Skills and Knowledge** | 5  6  7  8 | Ability to deliver advice on a full range of enquiry areas to quality standards.  Ability to sensitively empower and engage with a wide range of clients.  Understanding and commitment to the aims and principles of the Citizens Advice Service and its equal opportunities policy.  Ability to use our IT applications |
| **Personal Attributes** | 9  10  11 | Ability to prioritise a diverse caseload.  Ability to self-motivate and both work on your own initiative and as part of a team.  Excellent interpersonal skills, including the ability to relate and work with a diverse range of people. |
| **Other** | 12 | Flexibility and ability to travel throughout Knowsley Borough to various sites, as required. |

* **What we give our staff**

25 days annual leave, plus bank holidays.

Flexible working hours.

Comprehensive training and development package.

Employer 6% pension contribution.