



<b>Job Title:</b>	Telephone Adviser
<b>Reporting to:</b>	Advice Service Manager
<b>Hours:</b>	30 to 37.5
<b>Salary:</b>	£26,394 to £28,001 per annum (pro-rata for part-time personnel) dependent on experience
<b>Pension:</b>	5% employer contribution
<b>Location:</b>	Somerset – hybrid role (mix of home/office)
<b>The Role:</b>	<p>We are a busy countywide advice service with a team of paid and volunteer advisers. The post-holder will provide advice via our phones and channels as part of our general front-line service.</p> <p>You will be someone with excellent interpersonal skills and experience of working with people in a person-centred and holistic way. You will have experience in a customer-service style role and demonstrable experience using online/IT applications and systems. You will be confident supporting people on the phone and remotely to deliver advice across a range of topics (welfare benefits, housing, employment etc).</p> <p>Training to adviser competency will be provided with the potential for skill development in the future.</p>

**Role Responsibilities**

**1. Our values**

- Work within the ethos and values of Citizens Advice Somerset
- Develop positive, trusting and professional relationships with clients, colleagues, partners and external agencies
- Always demonstrate a commitment to the aims, principles and policies of the Citizens Advice Service and our Equity, Diversity and Inclusion policies
- Provide peer support and guidance to other less experienced staff and volunteers.

**2. Advising**

- Provide advice on Adviceline and through call backs.
- Undertake advice need assessments and deliver advice to an allocated number of clients by telephone in a timely manner and in accordance with the policies and procedures of the organisation and the requirements of our service.
- Use your interpersonal skills to explore, listen and understand complex problems as they affect each individual and tailor your approach to advice accordingly.

- Undertake thorough and appropriate research to identify the advice options and implications, explaining these in plain English so each client can make informed decisions about their next steps.
- Identify and agree relevant next steps that consider deadlines and urgent action.
- Where required provide follow-on advice and practical support for clients.
- To ensure that accurate client records are created and updated, ensuring that all aspects of advice provision is clearly documented.
- To maintain/update key dates, tasks and other admin systems and ensure that all the required actions necessary to complete and close the client case and document client outcomes are undertaken to a high standard.
- Ensure outcomes, advice issue codes and other essential statistical monitoring data is recorded correctly.
- Ability to work under your own initiative within the hybrid team whilst also maintaining supportive and close working relationships with colleagues.
- Identify and escalate serious problems, including safeguarding, appropriately.

### **3. Quality**

- Ensure all client engagement and support is comprehensively and accurately recorded in line with the national Advice Quality Standards.
- Work with your line manager to develop your own standards and improve our services.

### **4. Research and campaigns**

- To stay abreast of issues that we and the wider Citizens Advice network are campaigning upon.
- Contribute to our research and campaign work by providing information about clients' circumstances through the appropriate channel

### **5. Personal and professional development**

- Complete continuing professional development training as appropriate and keep your knowledge and skills up to date in accordance with the Citizens Advice standards of practice.
- Maintain up-to-date adviser knowledge and undertake relevant training within the Advice Quality Standards.

### **6. Other duties**

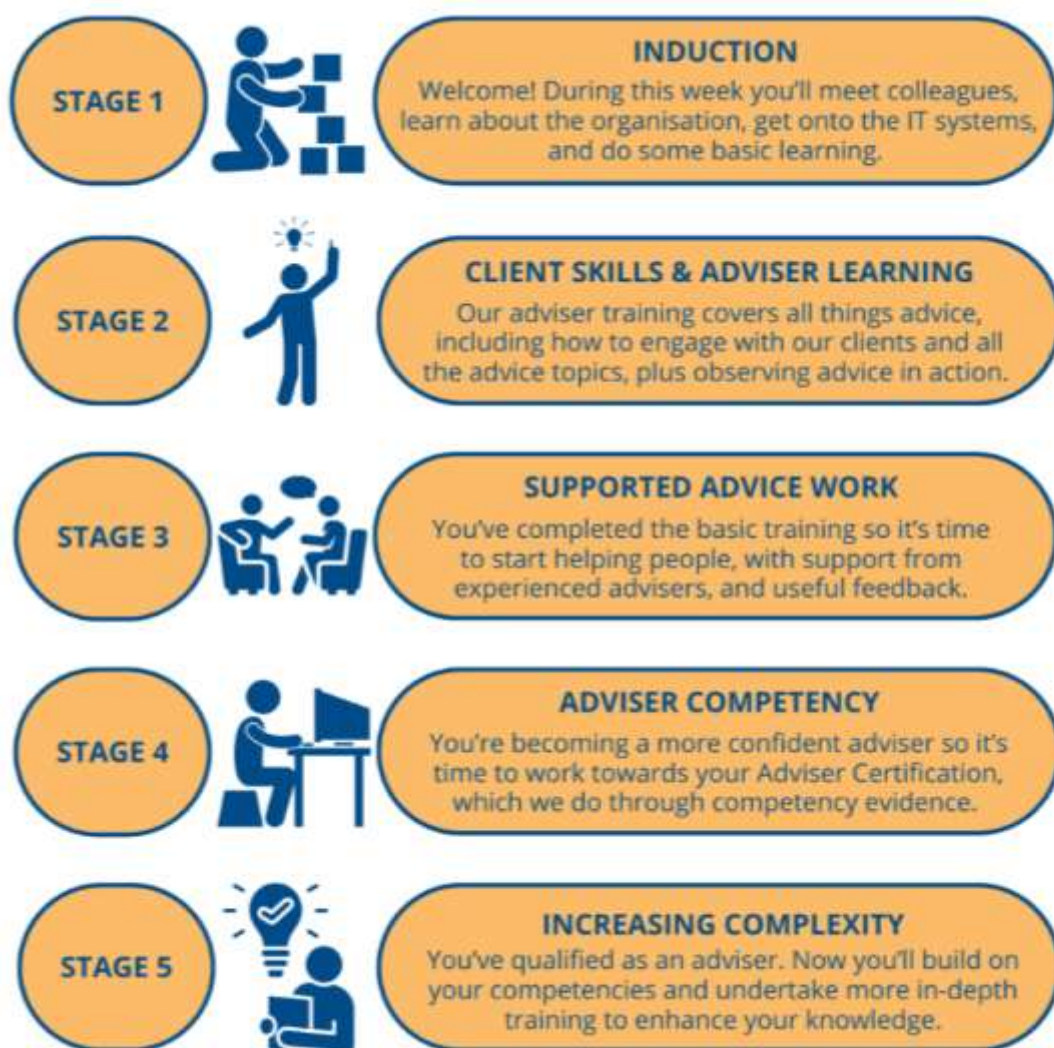
- To attend, participate and contribute to team and other meetings.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders.
- Carry out any other tasks and support Citizens Advice work as necessary.

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Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not intended to be an inflexible list of tasks.

## Telephone adviser learning and development plan

The following programme shows the anticipated learning milestones in your journey to telephone adviser competency - you'll be supported throughout with access to quality training, peer support and consistent developmental feedback.



We welcome new staff to join our team whatever stage of the training framework you are currently qualified to.

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## Person specification

		<b>Selection matrix</b>
1.	Experience working with and engaging people one-to-one, preferable in an information, advice or support setting.	Essential Application and interview
2.	Understanding the issues involved in interviewing and advising people, including over the telephone and in person.	Essential Application and interview
3.	Good interpersonal and communication skills (spoken and written) and the ability to develop and maintain positive, professional, working relationships with clients, colleagues, and other agencies.	Essential Application
4.	High numeracy and literacy standards with excellent administrative skills, being able to work efficiently and to follow processes and policy guidance accurately.	Essential Application and interview
5.	Ability to use IT systems competently. Experience using cloud-based software and other office applications and a very confident user of IT systems – including Word and Excel.	Essential Application and interview
6.	Confident and professional approach to your work, taking personal responsibility for your own actions and work plans.	Essential Application and interview
7.	Ability to work effectively as part of a team and use your initiative to prioritise work, meet deadlines and ensure clients' needs are met.	Essential Application and interview
8.	An awareness of confidentiality and data security and the ability to uphold policies and working practices to the highest professional standards.	Essential Application and interview
9.	A commitment to completing training and keeping abreast of learning opportunities or developments that are relevant to the role.	Essential Application
10.	An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice service and the positive value of diversity	Essential Application
11.	An ability and willingness to travel for in person advice and training.	Essential Application
12.	Adviser experience (Citizens Advice or similar).	Desirable Application
13.	An advice qualification (Citizens Advice, IAG or similar).	Desirable Application