**We are recruiting a**

**Generalist Telephone Adviser**

We are looking for someone with a confident telephone manner and good exploratory, advice and interpersonal skills, as well as a commitment to the aims and principles of Citizens Advice.

This role will require you to give advice on a range of key topics including benefits, housing, employment and relationships via prebooked telephone appointments. All advice will be recorded on Casebook and quality assured by your line manager.

You’ll be a qualified Citizens Advice Adviser, computer literate and experienced at working independently in a fast-paced environment, advising up to 6 clients per day. We are looking for candidates with experience of delivering advice to undertake this role, although additional and ongoing training is available for candidates that demonstrate potential.

Candidates will have the option of working from our main offices in Telford or working from home (where hard/software will be provided), or a combination of home/office-based working.

Due to the potential this role has to offer those wishing to work from home, we are accepting applications from candidates based outside the Telford/West Midlands area.

**Hours:** circa 7.5 hours per week (to discuss at interview – this is flexible for exceptional candidates and we are open to offering annualised hours)

**Salary:** £24,000 - £26,000 pa pro rata

**Contract:**  Fixed Term 12 months

**Responsible to:** Advice Services and Quality Manager

The deadline for applications is **Wed 26 January**. We expect to short-list and contact candidates about their interview time by **Friday 28 January**. Interviews (virtual) are likely to take place on **Monday 31 January.**

Please let us know if you are unable to make the interview day as we can be flexible for short-listed candidates. The start date will be: As soon as possible.

***Application process: we accept a covering letter max 1 page of A4 and a CV (preferably maximum 2 sides of A4) to be emailed to louisecross@telfordcab.co.uk***

We recognise the positive value of diversity, promote equality and challenge discrimination, and we welcome applications from people of all backgrounds.

[*www.citizensadvicetelfordandthewrekin.org.uk*](http://www.citizensadvicetelfordandthewrekin.org.uk/)

ADVISER JOB DESCRIPTION

Job Title: Generalist Telephone Adviser

Responsible to: Advice and Quality Service Manager

Purpose of Job: Working within the Aims, Principles and Policies of the Citizens

Advice Service:

- to help provide an effective and efficient generalist advice service

Nature and scope: The Adviser is a member of a team of voluntary and paid staff, who provide a confidential service to the public.

We provide a First Point of Contact for our clients and the team register the clients’ information and provide a short description of the issue before a telephone appointment is made. Our advisers then call the client and provide advice at the appointed time.

Advisers will:

1. PROVIDE advice by telephone, using sensitive listening and questioning, letting the client explain their enquiry and helping the client to set priorities.

2. FIND, interpret and communicate the relevant information and explore options and

implications so that the client can make a decision.

3. ACT for the client where necessary by calculating, negotiating, drafting or writing

letters, telephoning or by making appropriate referrals.

4. COMPLETE clear and accurate case records on casebook.

5. RECOGNISE the root causes of problems and participate in feedback to influence social policy.

6. KEEP UP TO DATE by undertaking further training and essential reading.

7. CONTRIBUTE to the development of the Service.

8. ATTEND team or one to one meetings.

9. SHARE administrative tasks if required.