**We are recruiting**

**Help to Claim (HTC) Telephone and Webchat Advisers**

Citizens Advice Telford and The Wrekin is looking for HTC Telephone and Webchat Advisers with a confident telephone manner and good exploratory and interpersonal skills to support first-time Universal Credit claimants and clients moving from legacy benefits through Managed Migration.

Advisers give advice via incoming calls and webchat using our telephony and dual webchat channels. We support clients with ‘better-off’ benefit calculations and practical advice, helping claimants up to their first correct benefit payment.

All advice offered to the public is recorded on Casebook and quality assured by your line manager and our CA national quality team.

You’ll be computer literate and experienced at working independently in a fast-paced environment. We are looking for candidates with some knowledge of delivering Citizens Advice Help to Claim services to undertake this role, although training is available for candidates that demonstrate potential in phone and web-based customer services or welfare rights if further training is required.

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

Due to the potential this role has to offer those wishing to work entirely from home, we are accepting applications from candidates based outside the Telford/West Midlands area. Travel to our office is not required as part of the recruitment process.

**Service opening times:** Between 8:00 and 18:00 Mon to Fri

**Hours:**  circa 36.25 hours per week over 5 days (part-time working considered)

**Salary:**  **FTE £26,278.00**

**Pro rata:** Yes

**Contract to:**  Fixed term until 31st March 2025

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

**Applications close:** 8th April 2024 at 5pm

We expect to short-list and contact candidates before 12th April 2024 and arrange interviews using Microsoft Teams**.** Please inform us if you require alternative interviewing media, or whether you require a face-to-face interview.

In the event of a high number of applications, we reserve the right to close the application window early. We are only able to provide feedback to candidates that have attended our interview and assessment.

To apply, please visit our website to download the full job pack and application form.

<https://www.citizensadvicetelfordandthewrekin.org.uk/get-involved/work-with-us>

We are not accepting CVs for this role – only completed application forms will be considered.

If you wish to discuss the role with a member of our team, please email [recruitment@telfordcab.co.uk](mailto:recruitment@telfordcab.co.uk)

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