

**citizens
advice**

Northumberland

Work with us

Job Vacancy Pack

August 2024

Telephone and Digital Assessor



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Message from our Chief Executive - Abi Conway

"Thank you for your interest in joining our team at Citizens Advice Northumberland. As an employee, you would play a critical role in supporting our network of Citizens Advice across Northumberland and nationally, and helping to make society fairer.

We have provided this information pack to help you decide if a role with us is right for you. We value each member of our team and encourage them to bring their unique skills, experience, views, and commitment to our goals.

Citizens Advice Northumberland offers vital advice and information to people from all backgrounds on a wide range of issues. We provide our services through face-to-face consultations, online chats, and telephone advice. By doing so, we make a difference in communities across Northumberland and beyond, and ensure people are aware of their rights. Joining our team is powerful and rewarding.

If you decide to apply, we look forward to hearing from you and discovering what you can bring to our team and this role."

Abi Conway - Chief Executive
Citizens Advice Northumberland



About Citizens Advice Northumberland

Citizens Advice Northumberland provides information and advice services across Northumberland, nationally and campaign for changes in legislation and practices. Every year we assist over 29,000 people and help them deal with about 60,000 different problems.

The Citizens Advice service

- Provide the advice people need for the problems they face
- Improve the policies and practices that affect people's lives

The service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

At Citizens Advice Northumberland we work with clients to sort out any debt worries and claim all the benefits they may be entitled to. We help with housing and employment problems, or deal with queries about consumer or tax issues. We advise on legal matters, answer questions about immigration, and we have a lot of experience on family and personal matters too.

We are a charity, dependent on a workforce of paid staff and trained volunteers. Our funding comes from Northumberland County Council and other major contributors.

We speak up for change in social policies; from our clients' experiences we can see where services and policies are failing.

We are a member of "Citizens Advice", which provides the extensive information system we use to advise clients and sets standards for advice, training, equal opportunities and accessibility in the bureau.

Citizens Advice Northumberland as well as giving general advice manages a variety of projects.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Northumberland a great place to work. We place our people at the forefront of everything we do and we offer a wide range of benefits to show how much we value everyone who works for us.

Employees benefit from:

- Being part of a committed team who work together to bring about positive changes for individuals, local communities and society as a whole
- Structured Personal Development process with clear opportunities to develop yourself professionally and your career within the organisation
- Full training appropriate to the role
- 36 days annual leave (including bank holidays) for full time employees
- Northumberland Community Bank payroll savings scheme
- Access to our Employee Assistance Programme
- Enrolment in the Company Pension Scheme
- Flexible working conditions (level of flexibility will depend on the service and role)

Citizens Advice Northumberland is a Disability Confident and Living Wage employer and has signed the North of Tyne Good Work Pledge.

How to Apply

Application Form

We do not accept CVs, instead the application form plays a part in our recruitment and selection process. We use the information you provide about your skills, experience – both volunteering and paid work, training and education history to decide whether or not to invite you for an interview.

It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet each point on the person specification.

Please complete your application and submit it no later than the closing date and time referred to in the advert. You can find full guidance notes available to download and the application form on our website at www.citizensadvicenorthumberland.org.uk .

To find out more about the role contact:

Alison Darnton

E: recruitment@citizensadvicenorthumberland.org.uk

T: 01670 618008



About the role

Telephone and Digital Assessor

“Just knowing you’ve helped to ease someone’s mind can be so fulfilling”, is how our Telephone and Digital Assessors feel about their role.

They are a first point of contact for someone reaching out to us for help. You will be assessing what they may need, identifying what the issues are, helping them directly or drawing on specialist help from within our service. At Citizens Advice Northumberland we offer free and confidential advice giving people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

We are looking for someone who has a passion working with people, helping them through challenging situations with a willingness to train and learn on the job. Full training is provided that will lead to qualifications in Advice Quality Standards.

Job Title:	Telephone and Digital Assessor
Salary:	£23,088 - £24,088 depending on previous experience in an advice setting
Hours:	As part of our commitment to being a flexible employer, applications are welcomed from candidates who are able to offer up to 37 hours a week.
Location:	Ashington
Closing date:	9.00am Monday 09 September 2024
Interview date:	Monday 16 September 2024

Job Description

Position: Telephone and Digital Assessor

Responsible to: Telephone and Digital Service Manager

Role Purpose: To provide initial assessment and discrete advice to clients using telephone and digital channels.

Main Duties and Responsibilities

1. Initial Assessment and Discrete Advice

- Undertake initial assessment and deliver information and discrete advice to clients using telephone and digital channels.
- Assess the client's problem using sensitive listening and questioning skills.
- Identify key information about the client's problem(s) including time limits, key dates and any requirement for urgent advice or action.
- Summarise the main points of the problem, establishing what the client wants and what options are available to him/her.
- Provide information and discrete advice using the Adviceguide website, scripts and other diagnostic tools, following agreed procedures.
- Agree next steps and an appropriate level of service taking account of the client's circumstances, the complexity of the problem and the organisation's resources.
- Signpost and refer clients appropriately (internally and externally), following agreed procedures.
- Ensure clients' queries are addressed within a specified timescale by monitoring and managing work queues.
- Maintain accurate case records to ensure continuity of advice, information retrieval, statistical monitoring, report preparation and quality checking.
- Maintain standards of service delivery and ensure that all work conforms to the Citizens Advice membership requirements, the Advice Quality Standard and the Money Advice Service Debt Framework.
- Ensure that all work conforms to the organisation's systems, policies and procedures.
- Comply with all systems for monitoring and reporting on client satisfaction and the outcomes of advice.
- Work in partnership with other staff and volunteers to help ensure the service meets key performance indicators and targets.
- Assist in the smooth running of the organisation by providing back-up and emergency cover for other parts of the service as required.

Job Description

Position: Telephone and Digital Assessor

Responsible to: Telephone and Digital Service Manager

Main Duties and Responsibilities

2. Research and campaigns

- Participate in research and campaigns activity by providing information about clients' circumstances and taking action on behalf of clients.
- Keep up to date with current research and campaigns issues.

3. Learning and development

- Provide mentoring and support to volunteers delivering telephone and digital services.
- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training.
- Read relevant publications to maintain knowledge and expertise.

4. Other duties

- Uphold the aims, policies and membership requirements of the Citizens Advice service and demonstrate a strong commitment to equality and diversity principles.
- Work cooperatively with colleagues to encourage good teamwork across the organisation.
- Develop and maintain links with statutory and non-statutory agencies and promote the work of the organisation in a positive and constructive way.
- Prepare for and attend relevant supervision sessions / staff meetings / trustee board meetings as required.
- Comply with all monitoring and reporting requirements and provide progress reports for managers, the trustee board, Citizens Advice and funders as required.
- Adhere to the organisation's information assurance policies and procedures and report any breaches or incidents of non-compliance.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Undertake any other duties that are consistent with the level of the post and ensure the effective delivery and development of the organisation's services.

Person Specification

Essential Requirements

1. An understanding of and commitment to the aims, principles and policies of the Citizens Advice service including a strong commitment to equality and diversity.
2. An understanding of the problems and issues facing the local community and their implications for clients and service provision.
3. A good understanding of the skills and techniques used in interviewing clients by telephone and through digital channels.
4. Sensitivity towards the needs of others and a friendly and approachable manner.
5. The ability to monitor and maintain own standards, prioritise work and meet deadlines and targets.
6. An organised approach to work and the ability and willingness to follow set procedures concerning casework and file management.
7. Good numeracy skills and the ability to monitor and analyse statistics and check the accuracy of calculations.
8. The ability to analyse and interpret complex information and to communicate effectively in writing.
9. Good oral communication skills and the ability to communicate well with a wide cross section of people including members of the public, statutory and non-statutory agencies.
10. The ability to work flexibly with a variety of individuals and organisations and to earn and maintain the trust of those people with whom the organisation deals.
11. The ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
12. A commitment to continuing professional development.
13. Excellent ICT skills and the ability to ensure the best use of IT systems and packages in the provision of advice services.

Desirable Requirements

1. The Citizens Advice Certificate in Generalist Advice or equivalent.
2. Recent experience of delivering information or advice to the Advice Quality Standard, particularly through telephone and digital channels.

Citizens Advice Northumberland
Unit 6 Sovereign House
Sovereign Business Park
Ashington
NE63 8UG

www.citizensadvicenorthumberland.org.uk



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