



# Trainee Generalist Advisers

## Job pack

Thanks for your interest in working at Citizens Advice Sandwell & Walsall. 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
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Sandwell & Walsall
- The role profile and personal specification
- Terms and conditions
- What we give our staff

### **Want to chat about this role?**

If you want to chat about the role further, you can contact [staffrecruitment@citizensadvicesandwell-walsall.org](mailto:staffrecruitment@citizensadvicesandwell-walsall.org) or calling 07483368469.



## 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.



## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

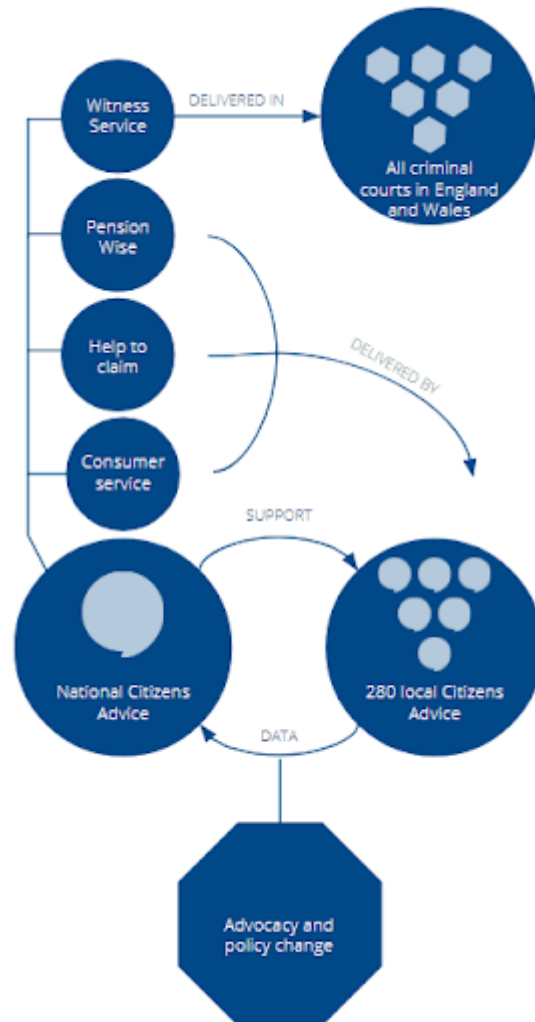
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





## The role

**Hours:** 37 hours per week - (part-time can be considered)

**Salary:** £20,048 per annum (pro rata)

**Contract:** Fixed Term until March 31st 2024

**Location:** Sandwell & Walsall

**Closing Date:** Midnight on Friday 17th November 2023

**Interview date:** Wednesday 22nd November 2023

**Start Date:** Monday 4th December 2023

Citizens Advice Sandwell & Walsall is really keen to grow our own talent over the coming months. We are offering a fixed term contract to six participants where you will have the opportunity to train and develop gaining experience in a variety of roles within the organisation.

The aim of the trainee generalist advisers is to allow individuals to have a good understanding of different roles available.

We have no set criteria to meet to apply for the role and really want to attract the right people who are looking for a new challenge and have a passion for helping people.



## Role profile

When you join us we will start by training you on our Adviser Learning Programme (ALP) which all our staff and volunteers that provide advice to clients complete.

### Administration

- Update the electronic information system, hard copy information system and other reference materials including Citizens Advice

- Update and maintain spreadsheets

- Maintain client information using in-house systems

## **Correspondence**

Answer the telephone, refer calls or take messages  
Maintain and organise diaries and work records  
Word process letters, documents and reports as required

## **Reception**

Welcome clients and other visitors, record arrival times and time spent with advisers.  
Keep clients informed of approximate waiting times and provide information to clients on the service.  
Maintain record of the use made of each interview room and inform advisers of the order of clients and allocate interview rooms appropriately

## **Advice giving - When qualified**

- 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
- Ensure that all work conforms to the organisation's office manual and the Advice Quality Standard / Legal Aid Agency's Quality Mark / other funding requirements, 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



# Person specification

## Essential Criteria

Ability to write clearly and accurately, communicate effectively face to face and on the phone

Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure

Ability to take a brief, ensure the task is understood and then work independently

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



# Terms and conditions

To apply for this vacancy please visit our website:

[www.citizensadviceandwell-walsall.org](http://www.citizensadviceandwell-walsall.org) and complete the application form highlighting your suitability for the role. If you require a reasonable adjustment or other assistance to apply for this role please contact the Recruitment Team at [staffrecruitment@citizensadviceandwell-walsall.org](mailto:staffrecruitment@citizensadviceandwell-walsall.org) or call 07483 368469. Please note CV's will not be accepted.



# What we give our staff

We value all our people and can offer a **supportive culture** within a charity setting that is committed to social justice. All of the roles below attract a rewarding remuneration package with excellent terms including:

- A flexible 37 hour working week
- Pension scheme
- Generous holiday entitlement (26 days per year in addition to bank holidays)