Lead Generalist Advisor

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 Geri Taylor by emailing recruitment@citizensadvicesandwell-walsall.org or calling 07841 599390

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.

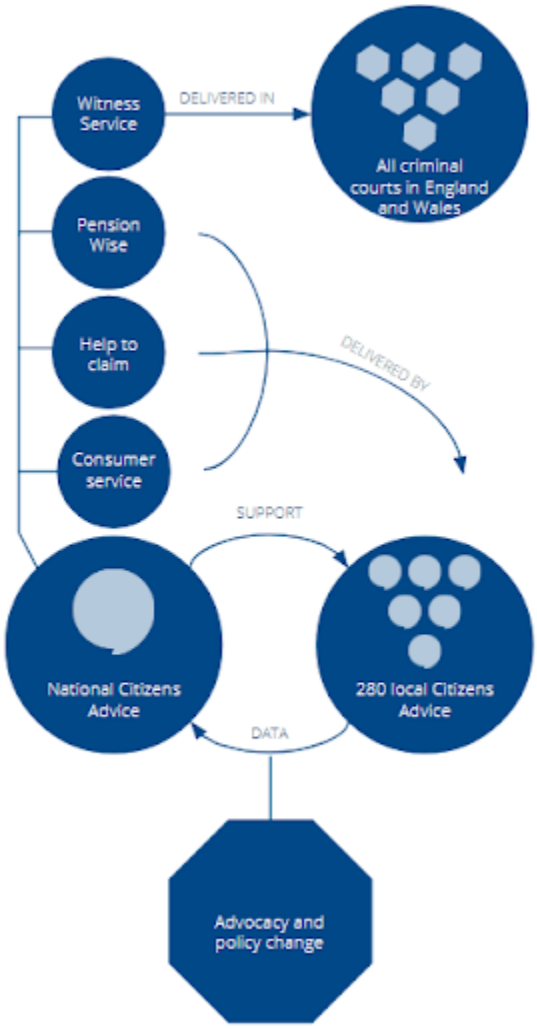
This role sits our network of independent charities, delivering services from

- 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 (Flexible working options will be considered)

Salary: £23,000

Location: Sandwell & Walsall - main base Walsall

Contract: Permanent

Reports to: Locality Manager

Role Overview

Take a lead support role in overseeing the day to day delivery of our Generalist Adviser services across our digital hubs. Our digital hubs answer calls to Clients who need to support and call our national Adviceline for support over the phone.

Job Description

Lead Responsibilities

- Lead the practical day to day delivery of the digital advice session within the digital hubs and on occasion if needed on board our advice units.
- Provide an appropriate level of support and supervision where required within the digital hubs..
- Monitor the case records and telephone calls to meet quality standards and service level agreements of staff/volunteers where appropriate
- To take a lead in the promotion of the services you are supporting via our social media platforms
- Ensure that appropriate systems are used and maintained for case recording, statistics, follow up work and quality control
- Ensure all relevant policies and procedures are followed

- Keep technical knowledge up to date and provide technical support to generalist advisers and volunteers

Generalist Advice

- 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

- Coaching and supporting the digital team to ensure an excellent client experience is provided
- 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
- Regular communication with external organisations as required
- 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.

Research and Campaigns

We use research and data collected from our clients to understand what issues people are facing and make recommendations to government, regulators and companies about how they could fix the underlying causes of problems.

- Assist with research and campaigns work by providing information as appropriate
- Alert clients to research and campaign options
- Professional Development

- Keep up to date with legislation, policies and procedures and undertake appropriate training

Administration

- Rota management
- Case checking
- Attend relevant internal and external meetings
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

Person specification

- To have completed the Adviser Learning Programme (ALP) or working towards completing the ALP or relevant equivalent experience
- Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven ability to give and receive feedback objectively and sensitively
- Proven understanding of equality and diversity and its application to the provision of advice.
- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- Understanding of the issues affecting society and their implications for the client and service provision
- Proven ability to produce and present clear reports verbally and in writing as required.
- Ability to interpret data
- Experience of working with vulnerable client groups.
- Experience of community outreach work

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.citizensadvicesandwell-walsall.org and complete the application form highlighting your suitability for the role.

Please note on occasions where we receive a large number of applications, we may close the advert ahead of the publicised closing date.

If you require a reasonable adjustment or other assistance to apply for this role please contact the Recruitment Team at recruitment@citizensadvicesandwell-walsall.org or call 07841 599390.

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)
- Refer a friend/family member incentive scheme
- Annual pay reviews