



Job pack

## **Telephone Assessor– *Rushmoor Community Advice Service***

Thanks for your interest in working with Citizens Advice Rushmoor. 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 Rushmoor
- 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 Sue Dowell, Head of Advice & Casework, by emailing [sue.sd@citizensadvicerrushmoor.org.uk](mailto:sue.sd@citizensadvicerrushmoor.org.uk)

## Our value

**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 the Citizens Advice Service

**1. We're local and we're national.** Our national offices, based in 6 locations, provide direct support to us in Citizens Advice Rushmoor – we are one of around 240 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.



## How Citizens Advice Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 50 volunteers, and 35 paid staff, we respond to around 10,000 unique clients each year, generating over 35,000 different advice issues.

We deliver our service through many different channels, to make sure we are accessible to everyone – this includes phone, webchat, and email.

We also run lots of different projects, to help meet community needs. These range in size and focus from our large Pension Wise project – which is part of a nationally delivered service – to local outreach work with vulnerable communities.

We have won national awards for our work, including the “Championing Equality” award, for the Nepali language services we deliver; and the Partnership Working award for our shared Hampshire project to reach and empower communities.

Our Trustee Board takes overall responsibility for our organisational direction and focus. Click here for our latest [Annual Review](#) – lots of other information is on our website on [www.citizensadvicerrushmoor.org.uk](http://www.citizensadvicerrushmoor.org.uk)

# Overview of the national Citizens Advice Service

The Citizens Advice service is made up of the national Citizens Advice charity, and a network of around 240 local Citizens Advice members.

Together, the network of independent charities, delivers services from

- over 300 local Citizens Advice outlets
- over 2,500 community locations, GP surgeries and prisons

Nationally this includes

- over 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

### **Telephone Assessor – *Rushmoor Community Advice Service***

#### **Job Purpose**

This role is for a trained Telephone Assessor to support our Adviceline service, our freephone helpline for Rushmoor residents. You will take calls and support clients providing them with the information they need for the problems they face.

Salary:	£25,640pa
Hours:	up to 22.5 hours per week (please indicate your preferred hours/days of work within the application)
Period:	Fixed Term Contract until 31 <sup>st</sup> March 2025
Location:	Aldershot/Farnborough offices, or remotely
Reporting to:	Head of Advice & Casework

#### **Role Profile**

##### **Assess clients' problem(s) using sensitive listening and questioning skills:**

- Identify key information about the problem including time limits, key dates and any requirement for urgent advice or action.
- Identify and summarise the essence of the problem.
- Undertake research using Citizens Advice, Government and other authorised sources.
- Assess and agree on the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and available resources.
- Refer clients appropriately (both internally and externally) to suit client's needs following agreed protocols, including informing clients of what to expect.

- Record information given during assessment interviews onto the CRM system.
- Ensure that all work conforms to Citizens Advice Quality standards.
- Use IT for statistical recording of information.
- Follow up assessments with emails where appropriate and in line with procedures.

### **Providing excellent customer service - we would expect the Assessor to:**

- Consistently provide excellent customer service.
- Control assessments in a fair but firm way being aware of the client's circumstances.
- Record informal and formal feedback given by clients in line with the internal procedures.

### **Performance management and service improvement**

- Work to agreed targets as agreed with your line manager.
- As a team, support the improvement of the service offered to clients.

### **Research and campaigns**

- In addition, the new Assessor would be expected to identify any research and campaigns issues by providing information about a clients' circumstances through the appropriate channel.

### **Professional and personal development**

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

## Person Specification

1. **Commitment to achieving the best outcomes for clients through relevant training and delivery of high-quality information.**
2. **Able to demonstrate good communication, listening skills and empathy for people with complex needs, to enable effective progress and solutions.**
3. **Ability to work independently, taking responsibility to overcome challenges, with support from the wider team.**
4. **Strong organisational and time management skills, using systems effectively, prioritise appropriately, and enable timely responses to client needs.**
5. **Confidence with IT systems as a core element of day-to-day work, including case management, debt and benefits calculations, reporting systems and secure information management.**
6. Ability to work with external agencies, to progress individual cases and promote service aims.
7. Effective oral and written communication skills, particularly in explaining complex issues in plain language.
8. Self-awareness to enable giving and receiving feedback; and constructive engagement to achieve development goals.
9. Ability to demonstrate a commitment to the aims and principles of the Citizens Advice service, including its equality and diversity policies, and research and campaigning role.
10. Ability to contribute to an inventive, responsible and generous organisation and team culture, sharing tasks and supporting organisation goals.
11. Ability to use and act on a range of reference resources.

Those items highlighted in **bold** will be given additional priority.



## Terms and conditions

Our standard terms and conditions include:

- A standard full time working week is based on 37 hours, which forms the basis of all pro-rata salary calculations.
- 25 days holiday per year (rising to 27 days after 4 years), in addition to all public holidays and an additional day of birthday leave
- Enhanced sickness scheme giving 1 month's full pay and 2 months' half pay during the first two years of service; and 2 months' full pay and 2 months' half pay after the 2nd year of service.
- Flexible working and home working where this fits the role requirements and business needs of the charity.



## What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor “a great place to work and volunteer” - this objective is reflected in our People Strategy, with focused activity to realise this ambition.

We place a high value on equality, diversity and inclusion; and offer continuing learning and development opportunities to all our staff. Our behaviour framework commits the team to mutual support and wellbeing.

We also offer an Employee Assistance Scheme to all our staff, provided through [TELUS Health](#).

Our Trustees take an active interest in health and safety, and the overall wellbeing of the team. Issues or concerns raised by staff are addressed proactively.





# How to Apply

## **Application**

Please send a copy of your CV (no more than two pages) and a brief covering letter setting out your reasons for applying and why you are suited to the role (no more than one page), no later than the closing date referred to in the advert.

No applications will be considered after this date.

No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

## **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to be taken into account when we are considering your application. Please be assured that we will be supportive in discussing reasonable adjustments at any stage.

## **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996: evidence of this will be needed, if you are successful and an offer of employment is made.

## **Diversity Monitoring**

Citizens Advice Rushmoor values diversity and promotes equality. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Interviews may include a

practical task or assessment, with all details provided before the interview.

## **References**

All job offers are subject to the receipt of two satisfactory references: one should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

## **Criminal convictions**

Anyone who applies to work within Citizens Advice Rushmoor will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

An enhanced Disclosure and Barring Service (DBS) check is required for this post – these are only requested where proportionate and relevant.