



# Job pack

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 Arati Thapa by emailing [arati.at@citizensadvicerrushmoor.org.uk](mailto:arati.at@citizensadvicerrushmoor.org.uk)

## 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 250 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 60 volunteers, and over 40 paid staff, we respond to around 10,000 unique clients each year, generating over 40,000 different advice issues.

We deliver our service through as many different channels as we can, 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. We have won national awards for our work, including the “Championing Equality” award, for the Nepali language services we deliver. Our highly regarded Mental Health Project specialises in delivering casework for clients with serious mental illness.

Our Trustee Board takes overall responsibility for our organisational direction and focus.

Click here for our [Annual Review](#) with more information on our website:

[www.citizensadvicerrushmoor.org.uk](http://www.citizensadvicerrushmoor.org.uk)

# Overview of Citizens Advice

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

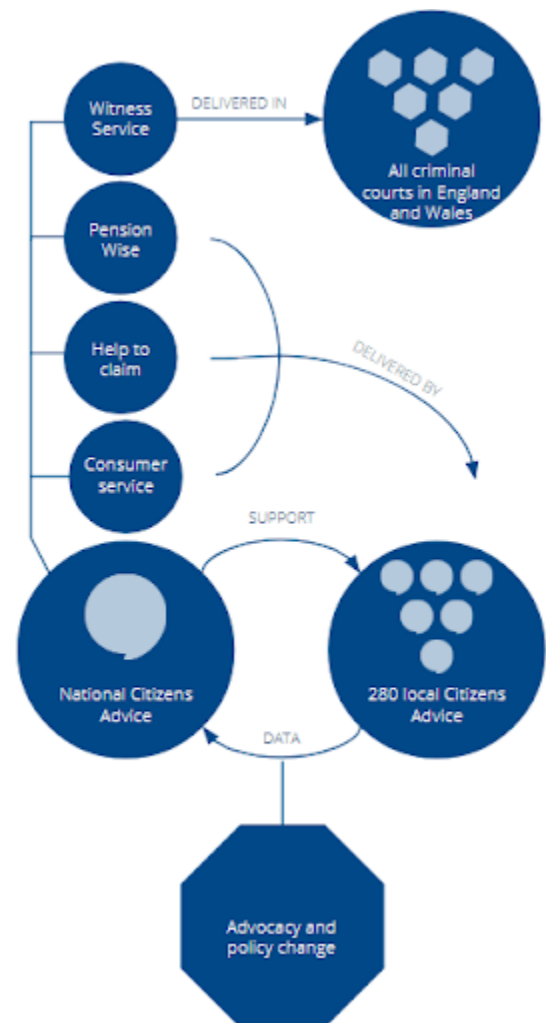
This role sits within our network of independent local charities, delivering services from

- 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

### Nepali Speaking Adviser

*The purpose of this role is to provide clear, accessible, and culturally sensitive advice to Nepali-speaking clients across a broad range of enquiry areas, including welfare benefits, housing, debt, employment, consumer and family issues. The postholder will deliver Citizens Advice Rushmoor's Nepali-language services—such as the Nepali Adviceline, weekly drop-in, and wider outreach—while supervising and supporting Nepali-speaking volunteers and contributing to quality assurance, performance monitoring, and case-checking. They will offer direct Nepali-language advice where needed, act as a coordination point to ensure consistency across all Nepali-focused services, and deputise for the Nepali Advice Services Manager in agreed areas. The role will also support the development of new projects to strengthen advice for the Nepali community and deliver targeted outreach for Gurkha partners through the GRKA Project, providing bilingual advice, workshops, and community-based support in Aldershot and Larkhill Garrisons.*

<i>Salary:</i>	<i>£25,556 to 27,110, per annum pro rata depending on experience (actual salary 17,268 - 18,318 if working 25 hours per week)</i>
<i>Hours:</i>	<i>Up to 25 hours per week, please state preferred hours in your cover letter</i>
<i>Period:</i>	<i>Two year fixed term contract, beginning 1st March 2026.</i>
<i>Location:</i>	<i>Office-based, across Aldershot and Farnborough / and other locations as required</i>
<i>Reporting to:</i>	<i>Nepali Advice Services Manager (ASM)</i>



## Role profile

### Role Purpose

- To provide clear, accessible, and culturally sensitive advice and support to Nepali-speaking clients across a range of enquiry areas (including welfare benefits, housing, debt, employment, consumer and family issues)
- To deliver Citizens Advice Rushmoor's Nepali language advice services, including the Nepali Adviceline and the weekly Nepali drop-in service.

- To supervise and support Nepali-speaking volunteers, ensuring high-quality, culturally appropriate, and accessible information and advice.
- To contribute to service-wide quality assurance, performance monitoring, and case-checking at information and advice level.
- To provide direct advice and information in Nepali where required, maintaining credibility and cultural understanding.
- To ensure smooth integration between Nepali services and Citizens Advice Rushmoor's wider advice channels.
- To help develop and work on new projects and services that strengthen advice delivery for the Nepali community, working with partners and funders to meet emerging needs.
- To deputise for the Nepali Advice Services Manager in agreed areas, particularly around information-level services and volunteer supervision.
- To act as a point of coordination for Nepali service delivery, ensuring consistency across drop-in, Adviceline, outreach, and project-based work.
- To deliver targeted advice and outreach for Gurkha partners (predominantly non-UK national spouses of serving personnel) as part of the Gurkha Resilience, Knowledge & Access (GRKA) Project.
- To provide culturally informed support in both Aldershot and Larkhill Garrisons, delivering bilingual advice, workshops, and community-based sessions for Gurkha families.

## **Main Duties and Responsibilities**

### **Client Advice & Casework**

- Interview clients in English and/or Nepali to explore their situation and identify support needs.
- Provide high-quality information and advice using Citizens Advice national resources and local knowledge.
- Where appropriate, progress cases on behalf of clients — including form-filling, negotiating with third parties, drafting letters, and making referrals.
- Support clients to build confidence and independence, encouraging self-advocacy where possible.
- Maintain clear, accurate case records on Casebook in line with Citizens Advice quality standards.
- Provide tailored advice to Gurkha partners on issues including welfare benefits,

housing, NHS access, immigration pathways, employment rights, cost-of-living support, and debt.

- Support isolated partners with low English proficiency, using trauma-informed and culturally sensitive approaches.

## **Service Delivery**

- Help with the delivery of the Nepali Adviceline and weekly Nepali drop-in service.
- Help with the delivery and management of project specific works within the Nepali community.
- Manage day to day delivery of any projects specific to the Nepali work.
- Provide direct advice and information in Nepali where needed, escalating complex cases to appropriate advisers.
- Work collaboratively with Programme Leads, other Managers and specialist project staff to ensure smooth referral pathways and joined-up client journeys.
- Support the integration of Nepali services with Adviceline, face-to-face, and outreach provision.
- Help to ensure service information is kept updated across internal systems and public-facing materials (e.g. leaflets, website, community information).
- Deliver regular bilingual outreach sessions at Aldershot Garrison and Larkhill Garrison.
- Support the operation of the dedicated Gurkha Partners Helpline, including handling calls, triaging needs, and ensuring timely follow-up.
- Deliver structured workshops for Gurkha partners on topics such as digital confidence, navigating UK services, rights and entitlements, and life in the UK.
- Work collaboratively with Garrison welfare teams, Army Families Federation (AFF), Gurkha Welfare Trust, and Citizens Advice Wiltshire to coordinate outreach and referrals.

## **Community Access & Engagement and projects specific work**

- Help ensure advice services are accessible to Nepali-speaking residents, including at outreach locations.
- Work collaboratively with local partners, community groups and support organisations.
- Contribute to promoting services through community networks and events where appropriate.
- Deliver information and advice at community-based project locations.

- Engage directly with Gurkha partners through community venues, housing areas, Garrison welfare hubs, and women-friendly spaces.
- Support co-design activities including choosing outreach venues, workshop topics, and community priorities.
- Assist in developing bilingual printed and digital resources for Gurkha families.

### **Quality Assurance, Learning and Professional Practice**

- Undertake case-checking, feedback, and supervision of Nepali-speaking volunteers.
- Ensure compliance with Citizens Advice quality standards and Advice Quality Standard (AQS).
- Contribute to Quality of Advice Audits (QAA) and organisational readiness for audits, inspections, and Citizens Advice assessments.
- Promote continuous improvement, identifying training needs and supporting volunteer development.
- Keep knowledge of QAA standards, guidance, and scoring criteria up to date.
- Adherence to safeguarding, data protection, and confidentiality procedures, escalating any concerns to the Nepali Services Manager.
- Work to Citizens Advice policies and guidance, including confidentiality, safeguarding and equality.
- Respond positively to case-checking feedback and take part in reflective learning.
- Maintain up-to-date knowledge of relevant advice areas and local support pathways.
- Collect project-specific monitoring data, including structured client feedback, pre/post confidence measures, demographic information, and ONS4 wellbeing measures where appropriate.
- Support the preparation of mid-point and end-point funder reports for the GRKA project.
- Participate in the GRKA Project Steering Group, contributing insight and feedback from delivery.
- Work closely with the Nepali Domestic & Sexual Abuse (DSA) Service where safeguarding or trauma-related concerns arise.

### **Volunteer Supervision & Development**

- Help with the Recruitment, induction , supervision, and development of Nepali-speaking volunteers.
- Support volunteers through accessible training, mentoring, and buddying systems.

- Foster an inclusive, supportive, and culturally sensitive team environment.
- Support the training and development of bilingual volunteers supporting the Gurkha Partners Helpline and outreach work.
- Assist in the development and coordination of peer mentors (“community connectors”) within the Gurkha community.

### **Teamwork**

- Work collaboratively with colleagues across the Nepali Services team and the wider advice service.
- Contribute to session coverage across office, phone, appointment and outreach delivery as required.
- Participate in supervision, team meetings, and service development.
- Develop strong operational links with Citizens Advice Wiltshire to ensure seamless cross-Garrison delivery.



## **Person specification**

### **Essential**

- Fluent in Nepali and English (spoken and written to a good standard).
- Ability to communicate empathetically, clearly and respectfully with clients who may be distressed or facing barriers.
- Strong listening and problem-solving skills.
- Ability to understand and explain complex information in simple, practical terms.
- Organised and able to maintain accurate records and follow agreed processes.
- Commitment to equality, inclusion, and supporting diverse communities.
- Ability to work confidently with non-UK national Gurkha partners, including those with low English, low confidence, or limited engagement with statutory services.
- Willingness to deliver advice in military settings and adapt practice to the needs of Armed Forces families.

### **Desirable**

- Experience in advice, support work, advocacy, or community-based roles.
- Knowledge of one or more advice areas (benefits, housing, debt, employment).

- Experience working with the Nepali community or other culturally specific communities.
- Ability to deliver group information sessions or outreach.
- Experience working with Armed Forces communities, particularly Gurkha families.
- Experience in delivering workshops or community-based education.

### **Training and Progression**

- Full Citizens Advice Adviser training pathway provided.
- Ongoing supervision, case-checking support, and opportunities for further specialism (e.g., Debt Relief Orders, domestic abuse, tribunal representation).
- Additional training specific to Armed Forces communities, trauma-informed practice, and cross-Garrison partnership working will be provided.

### **Additional Requirements**

- DBS check (project work dependent).
- Travel to outreach venues or community settings in Rushmoor and on occasion further afield.
- Clean driving license.
- Ability to travel independently between Aldershot and Larkhill on a regular basis.
- Flexibility to work occasional evenings or weekends for community sessions if required by the GRKA project.



## **Terms and conditions**

Our standard terms and conditions include:

- A standard 37 hour working week, 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](#).



## How to Apply

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.

Applications should be made via email to: [jobs@citizensadvicerrushmoor.org.uk](mailto:jobs@citizensadvicerrushmoor.org.uk)

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

Please note: Applications will be considered on a rolling basis, so we may close the advert early.

### **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 cannot 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.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.