

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 Joel Stewart by emailing joel.js@citizensadviserushmoor.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



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.

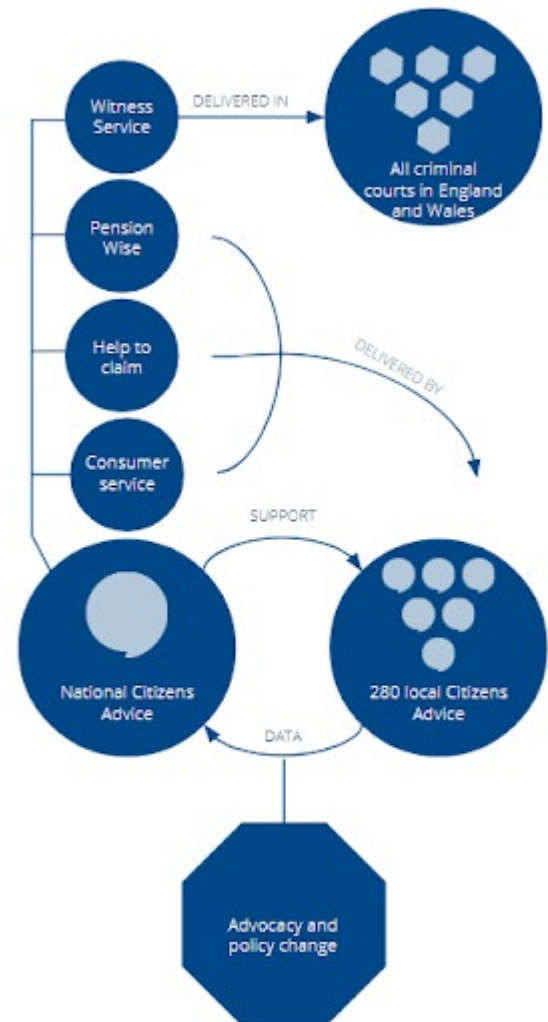
This role sits within our network of independent local charities, delivering services from

- 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

Energy Lead

This post is a new role providing multi-session specialist casework for complex energy issues, including energy debt, income maximisation, supplier disputes, and vulnerability-related concerns. The Energy Lead will also supervise an outreach adviser working in community settings on the same project.

Hours: Full time (37.5/week)

Starting salary: £28,777 to £29,686 (dependent on experience)

Contract: Fixed-term contract until 30.06.2028, starting 01.07.2026

Responsible to: Community Development Manager

Location: Based primarily in our two offices in Farnborough and Aldershot, and in the community where necessary.



Role profile

Main duties and responsibilities

1. Taking referrals from the three outreach advisers, delivering multi contact appointments for clients with complex energy issues or clients in vulnerable circumstances.
2. Deliver detailed advice and casework in one-to-one appointments, in the office and over the phone, ensuring compliance with appropriate advice quality standards in case recording and the best outcomes for clients.
3. Deliver detailed advice and casework at home visits where client vulnerability prevents their engagement.
4. Provide day-to-day technical supervision for one outreach adviser, helping them to manage complex cases and work out the appropriate options and next steps for clients.

5. Review the cases of the outreach adviser to ensure compliance with appropriate advice quality standards in case recording and the best outcomes for clients.
6. Have regular meetings with the outreach adviser to review training needs and project progress, and to check-in on their caseload and wellbeing.
7. Provide the outreach adviser with constructive feedback and coaching on areas for improvement, as well as positive feedback on good work and outcomes.
8. Perform other line management responsibilities, including performance management and leave authorisation.
9. Maintain a focus on achieving and recording positive outcomes for clients, including income maximised, debt managed, housing secured, health improved, independence and understanding increased.
10. Gather feedback from clients to identify areas for service improvement and to illustrate the positive impact of the project.
11. Report to the Community Development Manager on your own progress, the outreach adviser's progress and the project's progress, providing data and case studies when requested.

Professional Development

1. In conjunction with line manager, take responsibility for progressing an agreed training/development programme, participating in relevant activities to achieve and maintain adviser competencies.
2. Keep up to date with relevant legislation, case law, policies and procedures, and undertake subject based training as appropriate.

Administration

1. Use agreed case management systems effectively to enable support for clients and required reporting, including case studies and outcomes.
2. Ensure that all work complies with relevant Citizens Advice quality standards, systems, and procedures.

Other duties and responsibilities

1. Participate in Research and Campaigns work, particularly focusing on discrimination and other barriers faced by vulnerable clients.
2. Work as part of the wider Rushmoor team, attending relevant meetings, sharing best practice, and agreeing appropriate caseloads and referrals.
3. Ensure health and safety procedures are followed, sharing responsibility for own safety and that of clients and colleagues.
4. Any other relevant duties as required to ensure the effective provision of the service.



Person specification

Person Specification

1. Has experience of line managing/supervising others and demonstrates strong organisational and time management skills to manage their own caseload, whilst supporting a team member.
2. Holds the Level 3 NEA Energy Awareness qualification (or is willing to complete this qualification upon starting the role) and has experience managing resolution-focused advice journeys.
3. Able to work across both Aldershot and Farnborough offices, and able to deliver home visit appointments where necessary.
4. Demonstrates good communication, listening skills and empathy for people with complex needs, to enable effective progress and solutions.
5. Able to work independently, taking responsibility to overcome challenges, with support from the wider team.
6. Confident using IT systems as a core element of day-to-day work, including case management, debt and benefits calculations, reporting systems and secure information management.
7. Able to work with external agencies to progress individual cases and promote service aims.
8. Committed to ongoing professional development, receptive to feedback and willing to identify their own training needs and put new learning into practice.

9. Demonstrates a commitment to the aims and principles of the Citizens Advice service, including its equality and diversity policies, and its research and campaigning role.
10. Contributes to an inventive, responsible and generous organisation and team culture, sharing tasks and supporting organisation goals.
11. Committed to helping people find a way forward, whoever they are and whatever their issues, and achieving the best outcomes for clients.



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@citizensadviserushmoor.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.