 **The role**

JOB TITLE: General Adviser

RESPONSIBLE TO: Advice Service Supervisor

PLACE OF WORK: Various locations around Liverpool and from home

SALARY: £25,408

HOURS OF WORK: 35 hours per week

**ADDITIONAL INFORMATION:**

As well as a competitive salary CAL also provides access to

* **27 days annual leave plus bank holidays**
* **Hybrid Working Scheme**
* **Interest free travel loans**
* **Employee Assistance Programme**
* **Pension Scheme**
* **Cycle to Work Scheme**
* **Lifestyles Gym Membership (20% corporate discount)**
* **Enhanced maternity, paternity and adoption leave pay**

 **Role Purpose**

Our General Advice Team covers a range of different projects, giving advice over the phone, virtually, face-to-face or in outreach locations. The post holder will need to be self-motivated, organised and flexible, delivering generalist level advice and information.

The role involves advising on all areas of general advice, assisting with the completion of paper and digital forms and making referrals to internal or external services. The post holder will need to be digitally aware and be able to record all client contact and outcomes as well as make referrals electronically.

 **Role Profile/Job Description**

**Advice Giving**

* Deliver advice and information to clients, ensuring advice provided meets the requirements of Citizens Advice quality standards
* Ensure all case recording and other record keeping is completed within agreed timescales and conforms to the Office Manual and the Advice Quality Standards
* Use sensitive listening and questioning skills in order to allow clients to explain their problem(s) and to identify the next course of action.
* Use a range of information sources to find relevant information then interpret and communicate this to clients.
* Refer internally or to other specialist agencies as appropriate.
* Provide support to volunteers.
* Act for the client where necessary by calculating, negotiation, drafting or writing letters/emails and telephoning

**Research & Campaigning**

* Support our research and campaigns work by highlighting issues to clients, collecting case studies, data collection and client consent

**Administration**

* Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis
* Ensure that all work conforms to the service's systems and procedures
* Undertake admin duties as required or requested

**Professional Development**

* Keep up to date with online systems, available training materials and other resources relevant to the areas of support.
* Complete the required training to comply with quality assurance processes
* Attend relevant internal and external meetings as agreed with the line manager
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate
* Identify and implement own learning and development needs

**Other Duties & Responsibilities**

* If required work from a variety of Citizens Advice Liverpool outlets across the city as required over the course of the week between the hours of 9am-5pm.
* Promote the aims, policies, and membership requirements of the Citizens Advice service.
* Ensure all processes and procedures that relate to the responsibilities of the role are delivered with a high level of awareness of the organisation’s equality and diversity ethos and policies.
* Be a positive ambassador for Citizens Advice Liverpool.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service

 **Person specification**

**Desirable**

1. One years’ experience of delivering generalist advice within Citizens Advice or another quality assured environment such as AQS.

**Essential**

1. Good IT knowledge with an ability to support delivery of advice
2. Ability to support and encourage others in using online systems and resources to enable them to self-help.
3. Experience of using interpersonal skills, including sensitive listening and questioning skills to understand the needs of others, over the phone, virtually, face-to-face or in outreach locations.
4. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
5. Understanding of barriers individuals have to accessing CAL’s services.
6. A good, up to date, understanding of equality and diversity and its application to the provision of advice.
7. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
8. Effective oral and written communication skills.
9. Ability and willingness to work both on own initiative and as part of a team.
10. Willingness to learn and develop skills and be flexible with service delivery.
11. Understanding of the issues affecting society and their implications for clients and service provision.
12. Ability to assist with research and campaigns works by providing information about clients’ circumstances.
13. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.

***Guidance to assist with completing your application***

It is essential that you carefully read the job description and person specification.

However, when you fill in the application form **THE MOST IMPORTANT DOCUMENT IS THE PERSON SPECIFICATION.**

You should go through this point-by-point and show on your application form how you have the particular experience or skills asked for. You should give examples to evidence your statements. Typically, these examples will be things you have done in the past or responsibilities that you have at present. Where relevant you should explain the results you achieved as well as describing the activity itself.

You will not be short listed for interview unless you clearly demonstrate how you meet the requirements of each person specification point. We are therefore unable to accept Curriculum Vitae.

We usually experience a very high volume of interest in our posts and unfortunately do not have the resources to respond to applicants that have not been shortlisted. Therefore, if you have not heard from us within one week of the closing date please assume that your application has been unsuccessful on this occasion.

**Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

**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. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Information, experience, knowledge, skills and abilities**

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be **S.T.A.R:**

**Specific** – give a specific example

**Task** – briefly describe the task/objective/problem

**Action** – tell us what you did

**Results** – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary unpaid work, school or college work, family or home responsibilities, can also be given.

**Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

**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 Liverpool 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 Liverpool – 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. 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.

**How to apply**

Applications should consist of:

* A completed application form (CVs will not be considered).
* A diversity monitoring form completed online [here](https://forms.office.com/Pages/ResponsePage.aspx?id=HvhVKSvKrkSATX3qZSx5ctWmJpY_-B5CnokgZNhz7apUNEQ5WFFZTkxHWU5KS0lMMkRQVE5GQUNTUiQlQCN0PWcu).

Completed applications should be emailed to: **recruitment@caliverpool.org.uk** no later than 26th July 2024 9am

**The application timeline**

**Applications open:** 28/06/2024

**Applications close:** 26/07/2024

**Shortlisting held:** 29/07/2024

**Interviews held:** TBC

**Start date:** ASAP

***Please note that interviews will take place over Microsoft Teams***

**Who to contact**

**Queries regarding the job description or the role overall should be sent to:**

**Email:** **recruitment@caliverpool.org.uk**