

# Job Opportunity: Adviceline Telephone Adviser (trainee role available)



Derbyshire  
Districts

**Hours:** 35 hours per week (working over 5 days)  
(Adviceline is open Monday to Friday, 9am to 4pm)

**Salary:** £22,811 - £24,733 annum, pro rata

**Base:** Ilkeston

We have an exciting opportunity for an enthusiastic telephone adviser to join our existing Adviceline team, which provides an excellent telephone advice service across Derbyshire Districts. Our telephone advisers are often the first point of contact with the public. Their role is to assess a client's needs and decide the best next step to help resolve the issue. Advice will be given over the phone, in addition to self-help materials designed to empower clients to help themselves.

Applicants need to be computer-literate, although training on our case recording systems will be given. You must be confident in working to performance targets. Good communications skills, both written and verbal are essential in the role, as is excellent customer service skills with a non-judgemental approach. A background in advice giving is desirable but not essential.

## Terms and conditions

**Annual leave:** 35 days annual leave per year, including Bank Holidays and four days Christmas Shutdown. Additionally, there is a long service leave of 1-5 days after 4-8 years' service. We also offer an annual leave purchasing/selling scheme.

**Pension:** Auto enrolment into an approved pension scheme. 6% contribution by the organisation, 2% contribution from staff member.

**Sick pay:** 3 months full pay and 3 months half pay (dependent on length of service).

**Other benefits:** Employee assistance programme, including perks

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At Citizens Advice Derbyshire Districts we provide free, confidential, impartial and independent advice and information on a wide range of subjects. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

The successful candidate will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of your offence. Please get in touch to see our policy on DBS checks.

**To view and download the recruitment pack visit:**  
[www.citizensadvice.derbyshiredistricts.org.uk/get-involved/join-our-team/](http://www.citizensadvice.derbyshiredistricts.org.uk/get-involved/join-our-team/)

**Please send a CV with a completed application form to [hr@ddcab.org.uk](mailto:hr@ddcab.org.uk)**

**Closing date:** When a suitable candidate is found  
**Interviews:** TBA



**Derbyshire  
Districts**

# **Adviceline Telephone Adviser**

## **(trainee role available)**

**35 hours per week (working over 5 days)**

## **Information pack**

Thanks for your interest in working at Citizens Advice Derbyshire Districts. This information 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 Derbyshire Districts
- The role profile and personal specification
- Terms and conditions
- What we give our staff
- Guidance notes for completing the application

### **Want to chat about this role?**

If you want to chat about the role further, you can contact [hr@ddcab.org.uk](mailto:hr@ddcab.org.uk) to setup a phone call with the service manager

**Completed applications to be sent to [hr@ddcab.org.uk](mailto:hr@ddcab.org.uk)**

**Closing date: When a suitable candidate is found**

**Interviews: TBA**

# 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.

## How Citizens Advice Derbyshire Districts works

Derbyshire Districts operates across four Local Authority areas in Derbyshire (Amber Valley, Derbyshire Dales, Erewash and High Peak). We are a large and progressive organisation with seven offices spread throughout the districts. Our main office locations are Buxton, Ilkeston and Matlock. We are an independently funded charity receiving a number of different grants and contracts to fund our work.

Derbyshire Districts currently has a staff population of approximately 70 individuals and volunteer team of 150. The organisation is managed by the Chief Officer with a team of two senior operations managers, a finance manager and a team of service managers.

Derbyshire Districts is a large organisation in Derbyshire with an average income of approximately £2.5 million.



# 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.

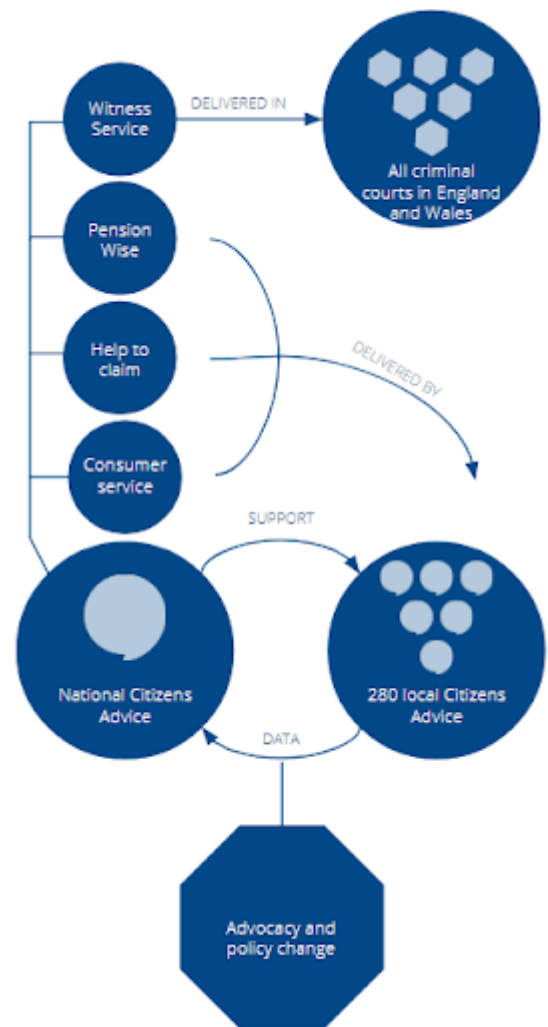
This role sits our network of independent charities, delivering services from

- 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: Adviceline Telephone Adviser

**Reports to:** Advice Service Manager

**Role Purpose:** Adviceline advisers are often the first point of contact with the public. Their role is to assess a client's needs and decide the best next step to help resolve the issue. Advice will be given over the phone, in addition to self-help materials designed to empower clients to help themselves and booking of full advice appointments.

## Main responsibilities and tasks:

- Interview clients over the phone using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
- Work within an agreed performance target framework, self-monitoring workload to KPIs
- Use the Citizens Advice information resources to find, interpret and communicate the relevant information
- Refer internally for appointments or to other specialist agencies as appropriate
- Ensure that all work conforms to Citizens Advice's office manual and the Advice Quality Standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate
- Maintain detailed accurate case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation

## Professional development:

- Work with line manager to identify and implement plans for own individual training and development
- Keep up to date with policies and procedures, changes to the benefit system, case law and legislation through relevant reading and training

## Other duties and responsibilities:

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- To support and monitor the wellbeing of staff within the organisation and to contribute to maintaining a healthy balanced workforce
- Carry out other tasks which may be within the scope of the post to ensure the effective delivery and development of the service



# Person specification

## Essential

- Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively
- Ability to use telephony and IT systems to deliver services across multiple channels (for example webchat and telephone) and to make accurate case records
- Good IT knowledge with an ability to do independent research and to support clients with their online claim application
- Ability to prioritise your own workload to meet targets, KPIs and deadlines in a pressurised environment
- Ability and willingness to work as part of a team
- A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics
- Ability to commit to and work with the aims, principles and policies of the Citizens Advice service including an understanding of equality, diversity and inclusivity and its application to the provision of advice

## Desirable

- Knowledge of the benefits system
- Basic knowledge of multiple enquiry areas such as housing and debt to aid with identifying emergencies and making referrals where appropriate

This job description is not exhaustive or exclusive. It is intended as an outline of the areas of activity and will be amended in light of the changing needs of the organisation.



# Terms and conditions

**Hours:** 35 hours per week

**Salary:** £22,811 - £24,733 annum, pro rata

**Contract:** Permanent

**Base:** Ilkeston

**Annual leave:** 35 days annual leave per year, including Bank Holidays and four days Christmas Shutdown. Additionally, there is a long service leave of 1-5 days after 4-8 years' service. We also offer an annual leave purchasing/selling scheme.

**Pension:** Auto enrolment into an approved pension scheme. 6% contribution by the organisation, 2% contribution from staff member.

**Sick pay:** 3 months full pay and 3 months half pay (dependant on length of service).

**Other benefits:** employee assistance programme, including perks

In accordance with Citizens Advice policy the successful candidate will require a DBS check. However, a criminal record will not necessarily be a bar to your being able to take up the job.



## What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.



## Guidance notes for applicants

### Application form

The form should be completed in black ink, black ballpoint pen or typed. Return the form by post or email. If you return the form by email, there is no requirement to send a hard copy in the post. CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

## **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 consider 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 we do not hold a sponsor licence and therefore cannot issue certificates of sponsorship under the points-based system.

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

The person specification lists the minimum requirements for this post. When shortlisting for interview the selection panel will only consider the information contained in your application form and will assess this against the person specification.

The selection panel cannot make assumptions about the nature of the work you have done or your experience from a list of job titles. It is therefore important that you use the space provided to demonstrate how you meet the requirements. Paid and voluntary work are not the only experiences worth quoting. Other life experiences and skills may be just as valid.

If you are shortlisted for interview, the selection panel will ask you questions based on the person specification which will cover the areas in more detail.

## **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 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 Derbyshire Districts 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 us – 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. Please get in touch to see our policy on criminal background checks.