

Job Opportunity:

Adviceline Telephone Adviser

(Trainee positions available)

citizens
advice

Derbyshire
Districts

Hours: 35 hours per week (Adviceline is open Monday to Friday, 9am to 4pm)

Contract: Permanent

Salary: £25,878 to £27,263 per annum, pro rata (depending on experience)

Location: Chesterfield or Ilkeston

About the role:

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.

We welcome applications from experienced advisers, as well as those looking to train in this vital area of work. **Full training and support will be provided** for the right trainee candidate.

We welcome and encourage applications from people of all backgrounds. We are proud to be a **Disability Confident Employer** and hold the **Derbyshire LGBT+ Rainbow Accreditation**.

Who we are looking for:

The ideal candidates will have:

- Excellent **communication skills** – both written and verbal (essential)
- A **non-judgemental, empathetic approach** to people (essential)
- Strong **IT and digital skills**, with the ability to learn new systems quickly (essential)
- A commitment to working to **performance targets** and **KPIs** (essential)
- A solid understanding of the **current welfare benefits system** (preferred)

What we offer:

We're proud to offer a comprehensive benefits package that supports your wellbeing, work-life balance, and professional growth:

- **Generous annual leave:** 35 days per year (pro rata), including all bank holidays and Christmas
- **Buy/sell leave scheme:** Flexibility to buy or sell up to one week of leave each year (pro rata)
- **Employee Assistance Programme:** Includes wellbeing support, free counselling, and lifestyle perks
- **Contractual sick pay:** depended on length of service
- **Long service rewards:** Extra leave and gift cards after five years of service and beyond
- **Workplace pension:** Auto-enrolment into our pension scheme
- **Hybrid working:** the option to work from home, if it works for you and for us

Successful candidates will be required to undertake a Disclosure and Barring Service (DBS) check and provide proof of Right to Work. Please note that Citizens Advice Derbyshire Districts does not hold a sponsor licence.

To view and download the recruitment pack and to apply for the role visit:
www.citizensadviceDerbyshireDistricts.org.uk/staff/

Closing date: 4pm Monday 11th May 2026

Interviews: TBC

Job Description

Adviceline Adviser / Adviceline Adviser (Enhanced)

Team: Adviceline

Reports to: Advice Service Manager

Role Purpose:

Adviceline advisers are often the first point of contact for people seeking support. The role involves assessing clients' needs over the phone, identifying the most appropriate next steps, and providing clear, practical advice. This may include signposting to relevant resources, offering first-call resolution where possible, or booking follow-up appointments for more in-depth support. Adviceline Advisers play a key role in empowering clients to take informed steps toward resolving their issues.

Enhanced Adviceline Advisers have a minimum of 6 months experience within the role and are better equipped to deliver more first call resolution through full detailed advice.

Main Duties and Responsibilities:

- Conduct telephone interviews with clients, using sensitive listening and effective questioning techniques to fully understand their issues and empower them to make informed decisions.
- Work within agreed performance targets and key performance indicators (KPIs), managing your workload effectively to meet these standards.
- Use Citizens Advice information systems and approved external sources to research and provide accurate, up-to-date advice to clients.
- Signpost, refer or book clients into internal or external specialist services as appropriate, including booking follow-up appointments where necessary.
- Ensure all work is compliant with the Citizens Advice Office Manual and relevant quality standards, including QAA, Advice Quality Standard and any applicable funder requirements.
- Maintain detailed, accurate, and timely case records to ensure continuity, facilitate statistical monitoring, and support service reporting.
- Work with the Advice Service Supervisor and Manager to monitor waiting times and adjust service delivery model according to instruction of the manager.

Professional Development:

- Work with your line manager to identify and pursue your individual training and development needs.
- Keep up to date with relevant legislation, case law, policies, procedures, and service delivery changes through ongoing training and self-directed learning.

General Responsibilities:

- Carry out other tasks that may be reasonably required to ensure the effective delivery and development of the service.
- Uphold the aims and principles of the Citizens Advice service, including its commitment to equity, diversity and inclusion.
- Support staff wellbeing and help to maintain a balanced and healthy working environment.
- Comply with all health and safety guidelines and take shared responsibility for personal and team safety.
- Identify and address personal learning needs in line with professional development goals.
- Work within all organisational policies and procedures.

Teamwork and Relationships:

- Maintain positive and professional working relationships with all colleagues.
- Participate in team meetings, training sessions, and service reviews as required.
- Attend away days, development days and events

Additional responsibilities for Adviceline Advisers (Enhanced):

- Ability to carry out accurate and detailed benefit calculations for clients.
- Ability to provide more 'first call resolution' for complex cases through full detailed advice using sources such as Advisernet and CPAG.
- Completion and sign off of the Adviser Learning Plan, LAR and certification in general advice.

Please note: This job description is not exhaustive or exclusive. It is intended as an outline of the key areas of activity and may be amended in line with the evolving needs of the organisation



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Person Specification

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Essential:

- Strong listening and questioning skills, with the ability to sensitively uncover issues and empower clients to find their own solutions.
- Ability to give and receive feedback objectively and constructively.
- Proficiency in using telephony and IT systems to deliver services (e.g. telephone, webchat), and accurately record client interactions.
- Strong IT literacy with the ability to conduct independent research and support clients in accessing online systems.
- Ability to manage your own workload, prioritise tasks, and meet deadlines in a pressurised environment.
- Team player with a collaborative approach and willingness to support others.
- Commitment to continuous professional development and willingness to expand knowledge of advice topics.
- Understanding of and commitment to the aims, principles and policies of the Citizens Advice service, including equity, diversity and inclusion.
- *6 months experience in delivering advice via Adviceline (relevant to Adviceline Adviser (Enhanced) only)
- *Working knowledge of the benefits system and the ability to carry out full benefit checks and provide full holistic advice (relevant to Adviceline Adviser (Enhanced) only)

Desirable:

- Working knowledge of the benefits system, including Universal Credit.
- Basic understanding of other common advice areas (e.g. housing, debt) to help identify emergencies and make appropriate referrals.

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