

Job Opportunity:

Telephone Adviser

(Trainee positions available)

citizens
advice

Derbyshire
Districts

Hours: 37 hours per week

Contract: Permanent

Salary: £27,263 to £29,806 per annum, pro rata (depending on experience)

Location: Chesterfield, Buxton or Ilkeston (hybrid/remote roles will be considered)

About the role:

We have an exciting opportunity for an enthusiastic **Telephone Adviser** to join our new **Crisis and Resilience telephone service**, providing responsive support to people across **Derbyshire**.

Our telephone advisers will be a **first point of contact** for people experiencing financial crisis or challenging circumstances. Their role is to **understand a client's needs**, provide **holistic advice and practical support**, and identify the best **next steps** to help them **resolve immediate concerns and build financial resilience**. This may include advice on **benefits, income, debt, housing, energy and budgeting**, alongside referrals to **foodbanks and other local services**, and practical support to access **emergency assistance** and other sources of help.

We welcome applications from experienced advisers, as well as those looking to train in this vital area of work. **A full training and development plan will be provided to successful candidates.**

Who we are looking for:

The ideal candidates will have:

- Excellent **communication skills**, both written and verbal (essential)
- The ability to remain **calm, non-judgmental, empathetic** and **solution-focused** when dealing with challenging or sensitive situations (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 **commitment** to their own **professional development** and **learning** (essential)
- A solid understanding of the **current welfare benefits system** (preferred)

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**.

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.citizensadvisederbyshiredistricts.org.uk/staff/

Closing date: 6 November 2026
Interviews: TBC



Job Description

Telephone Adviser

Team: Adviceline / Crisis and Resilience Team

Reports to: Advice Service Manager

Role Purpose: To provide responsive telephone advice and practical support to people experiencing financial crisis or challenging circumstances across Derbyshire. The role involves understanding clients' circumstances, identifying their immediate and wider needs, providing holistic advice and support, and helping clients identify appropriate next steps to improve their financial resilience.

Telephone Advisers will provide advice across a range of areas including benefits, income maximisation, debt, housing, energy and budgeting, alongside signposting and referrals to appropriate local and specialist services. This may include supporting clients to access emergency assistance, foodbanks and other sources of practical support.

Main Duties and Responsibilities:

- Conduct telephone interviews with clients using sensitive listening and effective questioning techniques to understand their circumstances, identify their needs and agree appropriate next steps.
- Provide clear, accurate and holistic advice and practical support across a range of advice areas, including benefits, income maximisation, debt, housing, energy and budgeting.
- Identify clients experiencing financial crisis or immediate hardship and provide appropriate information, support and referrals to help address their immediate needs.
- Support clients to access emergency assistance, foodbanks, grants, local support services and other appropriate sources of help.
- Identify issues requiring specialist advice or additional support and make appropriate referrals or signpost clients to internal and external services.
- Provide information and support that enables clients to understand their options, make informed decisions and take appropriate action to resolve their problems.
- Use Citizens Advice information systems and approved external sources to research and provide accurate, up-to-date advice.
- Identify safeguarding, immediate risk or other concerns affecting clients and follow organisational procedures, escalating concerns appropriately.
- Work within agreed performance targets and key performance indicators (KPIs), managing workload effectively to meet service requirements.
- Maintain accurate, detailed and timely case records to ensure continuity of support, facilitate statistical monitoring and support service reporting.
- Ensure all work is compliant with the Citizens Advice Office Manual and

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

relevant quality standards, organisational procedures and applicable funder requirements.

- Provide cover as/when required on other projects such as Adviceline.

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

Teamwork and Relationships:

- Maintain positive and professional working relationships with all colleagues, staff and volunteers
- Participate in team meetings, training sessions, and service reviews as required
- Maintain professional and good working relationships with all staff and volunteers at outreach locations
- Attend away days, development days and events

Behavioural responsibilities:

- To support, promote and comply with the Equity, Diversity and Inclusion actions and requirements when undertaking the duties of this post.
- To respect the sensitivity and confidentiality of any information that they may have access to in adherence with the Data Protection policies.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Demonstrate commitment to the aims and policies of the Citizens Advice service
- Promote the work and use of Citizens Advice and ensure services are promoted locally through the provision of data, attendance at local events/ meetings and representing the organisation externally as necessary
- 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
- Identify own learning needs and appropriate ways of meeting them
- Work within the organisations policies and procedures

Person Specification

Telephone Adviser

Essential:

- Excellent verbal and written communication skills, with the ability to communicate clearly and effectively with a wide range of clients.
- Strong listening and questioning skills, with the ability to sensitively explore a client's circumstances, identify underlying needs and empower clients to make informed decisions.
- Ability to remain calm, non-judgemental, empathetic and solution-focused when dealing with challenging, sensitive or potentially distressing situations.
- Ability to provide clear, practical and holistic support to clients experiencing financial hardship or crisis.
- Strong IT and digital skills, with the ability to learn and use new systems quickly and confidently.
- Ability to accurately record client interactions and maintain clear and timely case records with appropriate references.
- Ability to give and receive feedback objectively and constructively.
- Ability and willingness to work as part of a team and contribute positively to a collaborative working environment.
- Commitment to continuous professional development and willingness to develop knowledge and skills across a range of advice topics.
- Ability to recognise safeguarding, immediate risk and other concerns and follow appropriate organisational procedures.
- Understanding of and commitment to the aims, principles and policies of the Citizens Advice service, including equity, diversity and inclusion.

Desirable:

- Working knowledge of the current welfare benefits system, including Universal Credit.
- Experience of providing advice, information or support to people experiencing financial hardship, crisis or challenging circumstances.
- Basic working knowledge of other common advice areas, including debt, housing, energy and budgeting.
- Experience of working within a telephone advice, helpline, customer service or similar environment.
- Experience of working to performance targets and KPIs.
- Experience of using Citizens Advice systems or other advice/case management systems.