Job Opportunity:

Help to Claim Adviser

citizens advice Derbyshire Districts

Hours: Part-Time (28 hours per week)
Contract: Permanent
Salary: £27,263 per annum, pro rata
Location: Buxton, Chesterfield, Ilkeston or Matlock (hybrid mix of home and office working)

About the role:

We have an opportunity for a **Help to Claim Adviser** to join our existing advice services team who deliver advice to the public on issues relating to **Universal Credit** and linked benefits and issues. The role will form part of the **national Help to Claim service** which provides support to people with queries relating to Universal Credit up to first payment via **telephone** and **webchat** between **8am and 6pm Monday to Friday**.

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.

Who we are looking for:

The ideal candidates will have:

- Excellent **communication skills** – both written and verbal (essential)
- A **non-judgmental, 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 well-being 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 license.

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

Closing date: When a suitable candidate is found
Interviews: TBC

Job Description
Help to Claim Adviser

Team: Help to Claim Team

Reports to: Advice Service Manager

Role Purpose: To support clients in the early stages of their Universal Credit claim, covering eligibility, application and support up to their first correct payment. The role involves delivering advice independently across multiple channels, including telephone and webchat and forms part of the National Citizens Advice project 'Help to Claim' delivered across England and Wales.

Main responsibilities and tasks:

- Provide timely and accurate advice and support to clients making Universal Credit claims, from initial eligibility through to receipt of first payment.
- Deliver advice via multi-channel platforms, including telephone and webchat.
- Work towards project targets and Key Performance Indicators (KPIs) as set by funders and Citizens Advice nationally.
- Give high quality advice and produce accurate case recordings that meet the Quality of Advice Assessment (QAA) standards.
- Conduct independent research and remain up to date with changes to Universal Credit legislation and processes, and the Help to Claim process.
- Maintain accurate, clear and confidential case records using internal systems and funder-specific monitoring tools and financial outcomes, in line with quality standards.
- Identify and escalate any research and campaigns issues arising from client interactions.
- Refer clients for specialist advice appointments where appropriate.
- Work with the Help to Claim Project Lead to develop, expand and improve the delivery of the service.
- Support the promotion of the Help to Claim service and build relationships with relevant external partners.

Professional Development:

- Work with the Project Lead to identify training needs and implement a personal development plan.
- Stay informed of changes to policy, procedures, case law and legislation through training and self-directed learning.
- Collect client feedback and reflect on training effectiveness, adjusting practice as required.

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

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

Other duties and 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.

Behavioural responsibilities:

- To support, promote and comply with the Equality, 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.

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Person Specification
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Essential:

- Strong listening and questioning skills, with the ability to explore issues sensitively and empower clients while maintaining structure in conversations.
- Ability to give and receive constructive feedback with professionalism and empathy, and a willingness to challenge in a supportive way.
- Confidence using telephony and IT systems to provide advice via multiple channels (e.g. telephone and webchat).
- Proficient IT skills, including the ability to carry out independent research and support clients with online applications.
- Ability to manage workload independently, meet deadlines and achieve targets and KPIs in a pressured environment.
- Willingness to work collaboratively as part of a team.
- Commitment to continuous professional development, including developing knowledge in relevant advice topics.
- Commitment to the aims and values of the Citizens Advice service, with an understanding of equality, diversity and inclusion and its application in advice provision.

Desirable:

- Knowledge of the benefits system, including Universal Credit.
- Ability to conduct accurate benefit checks and calculations.
- Basic knowledge of other enquiry areas such as housing and debt, to assist with identifying urgent issues and making appropriate referrals.

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