



Generalist Adviser

Job pack

Thanks for your interest in working at Citizens Advice Swansea Neath Port Talbot. This job 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
- 4 things you should know about us
- Key accountabilities
- Job Description & person specification
- Terms and conditions
- What we give our staff
- Equity, diversity & inclusion at Citizens Advice Swansea Neath Port Talbot

Want to chat about this role?

If you want to chat about the role further, you can contact Julie Browne by emailing julie.browne@citizensadvicesnpt.org.uk



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.



4 things you should know about us

1. **We provide free, confidential, independent and impartial advice** to everyone on their rights and responsibilities and we value diversity, promote equality and challenge discrimination.
2. **We're local and we're national.** Citizens Advice have 6 national offices and offer direct support to people in over 300 independent local Citizens Advice services across England and Wales of which Citizens Advice Swansea Neath Port Talbot is one.
3. **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.
4. **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.



Job Description

We are looking for an enthusiastic person to join the team. If you are that person, read on to find out more about what you would be expected to do

Reports to: Team Leader

Responsible for: The delivery of high-quality advice

Accountable for: The Local Citizens Advice (LCA) meeting funder and Citizens Advice Membership Scheme requirements.

Location: Neath Port Talbot or Swansea. The postholder may be asked to work at any of the LCA locations on a temporary or permanent basis for training or service delivery purposes.

- Working as part of a team of Advisers, contributing to the development of the service, ensuring that the LCA provides the best possible service to presenting clients.
- Advising and supporting clients seeking advice on benefit or debt problems. In particular, gathering information and assisting the client to ensure that the best possible outcome is achieved.
- Keeping up to date with relevant developments in the information area to ensure that the client receives the most up to date support and advice.



Key accountabilities

A. Advice/Supervision of Advice

1. Provide advice to clients covering the full range of Welfare Benefits, Debt and Generalist Advice
2. Act for the client where necessary
3. Negotiate with third parties such as statutory and non-statutory bodies as appropriate
4. Provide advice and assistance to other staff across the whole range of Welfare Benefits and debt issues
5. Ensure that all work conforms to the organisation's office manual and the Advice Quality standard /other funding requirements, as appropriate
6. Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
7. Ensure that all work conforms to the LCA's systems and procedures

B. Research and Campaigns

Assist with research and campaigns work by providing information as appropriate, completing Evidence Forms and Client Impact Forms as appropriate and alerting other staff to local and national issues

C. Professional development

Keep up to date with legislation, case law, policies and procedures relating to the job role, undertake appropriate training as required and attend relevant internal and external meetings

D. Public relations

1. Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.
2. Protect the organisational reputation and seek opportunities for promoting the organisation.
3. Promote the service to local partners and the general public.
4. Advertise volunteering opportunities and take part in volunteering activities.
5. Promote use of online referrals facility to local organisations.

E. General

1. Comply with the LCA Policies and Procedures.
2. Ensure that the LCA principles and values are lived and modelled at all times demonstrating commitment to the aims of the Citizens Advice service.
3. Support the development, engagement and participation of volunteers throughout the LCA demonstrating the value the organisation places on their contribution.
4. Be an active and positive member of the team.

F. Other duties and responsibilities

1. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

This is not an exhaustive list of tasks and the postholder may be asked to undertake any other reasonable duties in connection with their post.

Job Descriptions are reviewed frequently and may be amended at any time in accordance with the needs of the local office. This job description does not form part of your contract of employment

Dated:

Signed:



Person specification

Knowledge

- A. Knowledge of the Welfare Benefits system. **E**
- B. Knowledge of the processes involved in dealing with debt cases and the different types of debt and the options available to people. **E**
- C. Understand the issues involved in interviewing clients. **E**
- D. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equity and diversity policies. **E**

Abilities

- E. Effective oral and written communication skills including negotiating, preparing reviews, reports and correspondence. **E**
- F. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures. **E**
- G. General numeracy skills. **E**
- H. Ability to prioritise own work, meet deadlines and manage caseload. **E**
- I. Ability to use case recording systems and general office IT. **E**
- J. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. **E**
- K. Ability and willingness to work as part of a team. **E**
- L. Ability to speak Welsh. **D**

Experience

- M. Generalist advice work experience. **E**

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the Disclosure and Barring Service (DBS). However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

Terms and conditions will be provided when an offer of employment is made



What we give our staff

In return we give our staff the following benefits:

- Comprehensive training programme backed by the National Organisation
- Pension scheme
- Generous annual leave entitlement with incentive for long service
- Access to employee Health and Wellbeing scheme
- Flexible work patterns, if this needed

Equity, diversity & inclusion at Citizens Advice Swansea Neath Port Talbot

Citizens Advice Swansea Neath Port Talbot is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.