



Trainee Generalist Adviser

Job pack

Thank you 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 Swansea Neath Port Talbot (CASNPT).

In this pack you'll find:

- Our values
- 4 things you should know about us
- Information about the organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice Swansea Neath Port Talbot
- Our approach to equality and diversity

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.

The role

We are looking for someone with good communication, interpersonal and organisational skills. We need a confident, motivated individual with lots of initiative, who can work particularly well independently as well as part of a team.

We are seeking candidates who are adaptable and responsive to change, who can work to tight deadlines - with a strong commitment to working as part of a dynamic and multi-skilled team within a busy local office.

After a period of training you will be:

- Working as part of a team of Advisers, contributing to the development of the service, ensuring that Citizens Advice Swansea Neath Port Talbot 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.

Reports to: Team Leader

Responsible for: The delivery of high quality advice; particularly Debt and Benefits Advice.

Accountable for: Citizens Advice Swansea Neath Port Talbot (CASNPT) meeting funder and Citizens Advice Membership Scheme requirements.

Location: Neath, Port Talbot or Swansea. The post holder may be asked to work at any of our locations or outreaches on a temporary or permanent basis for training or service delivery purposes.



Key accountabilities after training

A. Advice/Supervision of Advice

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

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

E. General

- Comply with the LCA Policies and Procedures.
- Ensure that the LCA principles and values are lived and modelled at all times demonstrating commitment to the aims of the Citizens Advice service.
- Support the development, engagement and participation of volunteers throughout the LCA demonstrating the value the organisation places on their contribution.

- Be an active and positive member of the team.

F. 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.

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. Awareness of the Welfare Benefits system and range of benefits. E
- B. Awareness of different types of debt and the potential impacts of problem debts. E
- C. Understanding of the issues involved in interviewing clients. E
- D. Understanding of and commitment to the aims and principles of Citizens Advice Swansea Neath Port Talbot and its equity and diversity policies. E

Abilities

- E. Ability to communicate with a wide range of audiences, including people from other organisations and the general public, both speaking and writing. E
- F. An ability and willingness to follow and develop agreed procedures. E
- G. General numeracy skills. E
- H. Ability to use general office IT systems. E
- I. Ability and willingness to work as part of a team. E
- J. Ability to speak Welsh. D

Experience

- K. Experience of working with the general public. D
- L. Experience of making claims for Welfare Benefits. D
- M. Experience of assisting people with debt issues. D



Terms and conditions

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



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 Swansea Neath Port Talbot 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.



Equality and diversity 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 select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.