



Position: Generalist Adviser

Location: Harrow - the post may require hybrid working

Closing date: Recruiting ASAP / Rolling until position is filled

Role details

Job title: Generalist Adviser

Generalist Adviser Salary: Between £27,741 - £29,772 per annum.

London Allowance: Yes

Hours per week: 35 hours per week (full-time)

Type of contract: Permanent

Purpose of the role

Citizens Advice Harrow is looking to recruit a dedicated and enthusiastic individual to join their team to provide advice and information to help local people.

The right candidate will have at least one year's post-certificate experience of giving advice to the public in a busy environment across a number of channels. The candidate may be required to work at outreach locations delivering face-to-face information, advice and support.

Please note that we are unable to respond to applicants who have not been shortlisted. We reserve the right to close these vacancies as soon as they have been filled, therefore, if you are interested, please submit your application as early as possible.

Job share may be considered for this position.

How to apply - For an application pack visit our website:
<https://www.citizensadviceharrow.org.uk/category/jobs/>

About the role:

- Interview clients using sensitive listening and questioning skills in order to allow them to explain their problem(s) and empower clients.
- Research and explore options and implications so that clients can make informed decisions.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings

About you:

- You will have the proven ability to interview clients using sensitive listening and questioning skills in order to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- You will have the proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- You will have one year's post-certificate experience of giving advice, ideally Citizens Advice adviser certificate.

We offer a range of employee benefits, including generous annual leave, pension contribution, and training and opportunities to continue your professional development.



Generalist Adviser

Job pack

Thanks for your interest in working at Citizens Advice Harrow. 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
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Harrow
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can email recruitment@citizensadviceharrow.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.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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.

How Harrow Citizens Advice works

Citizens Advice Harrow consists of a busy office and operates on several outreach locations. We run a multi-channel service so clients can contact us by email, webchat, telephone and face-to-face drop-ins. Our staff consist of a diverse team of paid and volunteer staff from a variety of backgrounds.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

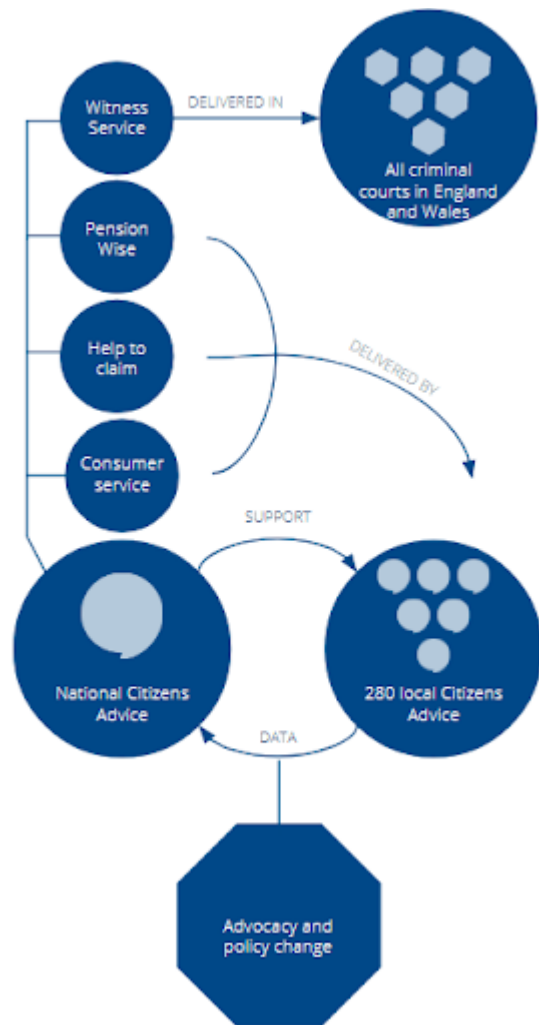
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



The role

Generalist Adviser

Role profile

Advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.

- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research & Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

- Attend relevant internal and external meetings as agreed with line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.



Person specification

Essential Criteria

- Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven understanding of equality and diversity and its application to the provision of advice.
- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- Understanding of the issues affecting society and their implications for the client and service provision.
- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.
- Ability to work from home or office based and in a multi-agency environment as required.
- Having one year's post-certificate experience of giving advice.

Desirable Criteria

- In accordance with Citizens Advice national policy, we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.
- Having a full, clean driving licence and access to a vehicle.

Terms and conditions

- Permanent contract for full-time 35 hours per week
- Gross salary is between £27,741 - £29,772 per annum depending on the experience

• What we give our staff

We offer a range of employee benefits, including generous annual leave, pension contribution, and training and opportunities to continue your professional development.



Guidance notes for applicants

Application form

Please complete your application and return it by post or email (as a Word document) no later than the closing date referred to in the advert. If you return your application via email there is no requirement to send a hard copy in the post. CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Harrow does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

Citizens Advice Harrow values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Harrow. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

Information, experience, knowledge, skills and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions.

Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The

other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview

We value diversity, promote equality and challenge discrimination