 **Vacancies for Trainee Adviser – Job Ref 31904B**

Be part of a service that makes an impact. Citizens Advice North Tyneside are recruiting for a Trainee Adviser.

We are a respected independent charity which makes a difference to people’s lives delivering high quality advice to the community. We give people the knowledge and confidence they need to find their way forward – whoever they are, and whatever their problem.

The purpose of the role is to deliver high quality advice to clients by a multi-channel delivery model (face to face, website, telephone and partner referrals) and provide some administrative support to projects within Citizens Advice North Tyneside.

**Benefits**

* Salary of £18,000.00 per annum, pro rata
* Work place pension scheme
* 24 days paid holiday per year, plus bank holidays, pro rata
* Acquire skills through full training
* Work that makes a positive impact
* Town centre location with good transport links
* Positive working environment

**Career development**

This is a developmental role offering training and experience which may lead to career development in our other parts within North Tyneside Citizens Advice.

The successful candidate will be required to complete and pass the Citizens Advice Adviser Learning Programme and any other relevant training for the role

**Day to Day**

* Deliver high quality advice to clients via a multi-channel delivery model
* Maintain accurate case records, for the purpose of continuity of case work, information retrieval & statistical monitoring
* Complete relevant administrative and support duties as required to ensure the smooth running of North Tyneside Citizens Advice and its projects

**Requirements**

* Can work in a fast-paced environment,
* Has a willingness to embrace change as this part of our service is constantly being reviewed to ensure efficiency and effectiveness
* Has the ability to work positively with partners and teams across the service
* Demonstrates ability to use initiative and problem-solving skills.
* When trained will be able to work with limited supervision
* Has a flexible disposition and a “can to do” attitude
* Has good IT skills

Full technical training will be provided. You will need a good working knowledge of MS Outlook, Word and Excel, strong customer service skills are essential.

To apply download an application form from website.

Send competed application to [chair@ntcab.org.uk](mailto:chair@ntcab.org.uk) Please note we do not accept CV’s.

When you apply, we collect your personal information through your application form, interview or references so we can process your application.

Please click <https://www.ntcab.org.uk/privacy-policy/>to read our full privacy policy and to better understand why we ask for certain information, how we use it and how we store it.

**Closing Date: 13 May 2019**

**Interviews: week commencing 20 May 2019**