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# **CITIZENS ADVICE NORTH TYNESIDE**

**Job Description:** Trainee Adviser

## Responsible to: The Deputy Director

**Salary:**  £18,000 + pension contribution

**Hours :** 37 per week

**Role Purpose**

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 generalist service and Projects within Citizens Advice North Tyneside.

This is a development role and the post holder will be required to complete the relevant advice training to enable them to move onto other roles within the North Tyneside Citizens Advice.

**Key areas of responsibility**

**Service Delivery - Advice** (full Training will be given)

1. To meet the advice quality standards required for the role

2. To provide a high-quality service to our clients

3. To use North Tyneside’s Case Management System and Electronic Diary and

 any other appropriate IT systems which may be introduced.

4. Maintain case records, for the purpose, of continuity of casework, information

 retrieval, statistical monitoring and report preparation.

5. To maintain a high standard of customer engagement.

6. Ensure that all work conforms to the North Tyneside citizen’s Advice systems

 and procedures.

7. To facilitate appointments for Citizen’s Advice North Tyneside’s clients and its

 approved referral partners using the appropriate project criteria and appropriate

 appointment venue as required.

**Training**

During the probation period the Adviser must successfully complete the relevant training for the role

**Other Duties and responsibilities**

1. Complete relevant administrative and support duties as required to ensure the

 smooth running of North Tyneside Citizens Advice and its projects.

2. To work flexibly within a team environment.

3. Any other reasonable duties required ensuring the smooth running of the

 organisation

**Performance Standards**

Performance standards will be continually assessed by the Line Manager who will be responsible for the team. You are responsible for meeting the performance standards set for this role. Any under- performance will be addressed and if appropriate, remedial support will be provided. If the required standard is still not achieved and failure to deliver continues, disciplinary action will be taken.

**Career development**

This is a developmental role offering training and experience which will lead to other roles within North Tyneside Citizens Advice

**Working conditions**

1. The post-holder will be directly responsible to the Deputy Director.
2. Work within a multi-site environment.
3. Operate within an Equal Opportunities Policy.

# **CITIZENS ADVICE NORTH TYNESIDE**

**Person Specification**

**Trainee Adviser**

**Essential**

1.To undertake and successfully complete the Citizen’s Advice Adviser

 Learning Programme and any other additional training required for the role raining

 necessary

2. Good interpersonal skills, being approachable with the ability to engage effectively

 with staff and the clients.

3. Proven customer service skills over the telephone and face to face

4. Ability to commit to and work within the aims, principles and policies of the

 Citizens Advice service

5. Ability to implement administrative policies and procedures in a busy work

 environment and the ability to follow agreed procedures.

6. A good, up to date understanding of equality and diversity and its application to

 the workplace

7. A flexible and responsible approach to work and willingness to work as part of a

 team.

8. Ability to work on own initiative and be proactive in identifying and resolving

 problems and tasks.

9. Ability to manage time and prioritise work in an effective and productive way.

10. An ability to cope with the needs and challenges of vulnerable and/or difficult

 clients.

11. Ability to plan and organise own work to meet deadlines under pressure

**DESIRABLE**

1. Driving Licence and Access to a car