

## **Vacancy for an Adviser or Trainee Adviser (Generalist)**

Be part of a service that makes an impact. North Tyneside Citizens Advice are recruiting for an Adviser or a Trainee Adviser. We are a respected independent charity which makes a difference to people's lives. North Tyneside Citizens Advice offers a high-quality multi-channel advice service to our clients which includes telephone, webchat and Face to Face.

### **Benefits**

- Salary of £19,534.15 per annum
- Workplace pension scheme
- 24 days paid holiday per year, plus bank holidays, pro rata.
- Gives skills through full training.
- Work that makes a positive impact
- Positive working environment

### **Career development**

Full training will be provided for this role. The successful candidate will gain the skills, experience and knowledge which may lead to career development in our other roles within North Tyneside Citizens Advice.

### **Day to Day**

- Delivering a high-quality multi-channel advice service to clients
- Assessing client issues and signposting/referring clients to appropriate services
- Assessing client issues and providing appropriate advice/information using our Advice Framework
- Using electronic booking systems to make client appointments
- Working with our partners to provide a seamless service to clients
- Maintain accurate case records, for the purpose of continuity of case work, information retrieval & statistical monitoring
- Delivering excellent client care

### **Requirements**

- strong communication skills
- be a team player
- customer service experience
- attention to detail
- good IT skills
- experience of working to deadlines in a fast-paced environment
- Complete the Citizens Adviser Learning Programme

Full technical training will be provided so it is not necessary to have a Citizens Advice or advice worker background. 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 our website <https://www.ntcab.org.uk/category/jobs/>  
Send completed application to [chair@ntcab.org.uk](mailto:chair@ntcab.org.uk) Please note we do not accept CV's.

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

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.

**Hours per week: 37**

**Location: Across North Tyneside and currently some home working due to Covid-19.**

**Closing Date: Thursday, 18/6/2021 12.00pm**

**Interviews: Week commencing 21st June 2021**