

NORTH TYNESIDE CITIZENS ADVICE

Job Description: Adviser / Trainee Adviser (Generalist)

Responsible to: Deputy Chief Executive Officer

Salary: £20,217.85 per annum

Hours: 37 hours per week

Purpose of the Post: This is a trainee/development post and full training will be provided. To provide a high-quality advice service to clients – by a multi- channel delivery (telephone, webchat Face to Face and other digital communications) across our core services and other projects such as Help to Claim and Single Queue Adviceline

To provide high quality customer service to clients accessing the service – The postholder will work in co-located premises across North Tyneside assessing the needs and capabilities of clients and enabling equal access to the NTCA service. The postholder will work with other partner organisations to ensure clients have access to the service with a focus on those in vulnerable or hard to reach groups.

Key Areas of Responsibility

1. To provide a high-quality advice service to our clients
2. To maintain a high standard of case recording and all other necessary records as detailed in the Office Manual.
3. To be responsible for achieving relevant targets for quality and quantity set by the Supervisor.
4. To provide a high-quality service to our clients in North Shields, Wallsend and other locations within North Tyneside. Supporting clients to access our service via callback requests, adviceline, digital channels or by accessing face to face appointments.
5. To use technology in-keeping with the Service's development of digital services, particularly assisting clients with the use of our digital App or accessing on-line self-help information.
6. To work effectively with other partners to deliver a seamless service to clients
7. To use technology in-keeping with the Service's development of information technology in advice work (training will be provided if necessary).

8. Complete the Citizens Advice Adviser Learning Programme. Carry out Individual/Group/E-learning training and job shadowing to develop the skills to progress to adviser level
9. To work and travel throughout North Tyneside.
10. To work flexibly within a team environment.
11. To perform other duties as directed by the Line Manager and to ensure the smooth running of the service.
12. To work within the Aims, Principles and Policies of the Citizens Advice service.
13. To contribute to the Social Policy work of the Citizens Advice North Tyneside.

Planning and Development

The advice worker is responsible, with the team leader for advising Managers of the service needs and the implementation of the use of client statistics to highlight local issues.

Service Delivery

1. To provide a face to face, telephone, and webchat advice service to clients when required between the hours of 8.00am to 6.00pm.
2. To be responsible for the quality of advice given to clients.
3. To provide face to face support for clients to access our service in locations across North Tyneside.
4. Ensure all relevant policies and procedures are followed when giving advice by whichever method.
5. Represent NTCA appropriately and in a professional manner when dealing with partners
6. Work as a member of the team delivering the service.
7. Be responsible for own administration duties (some Administrative officer time will be available)

Administration

1. Maintain and monitor effective and efficient administrative systems.
2. Use information technology as required.
3. Maintain complaints procedures in accordance with NTCA guidelines.

Other Duties and Responsibilities

The Worker will be required to assist in the following duties:

1. The development of links with outside bodies (statutory, voluntary, and private sector)
2. The preparation of the Annual Report
3. Identifying opportunities for the Service's development and undertaking forward planning so the Service is able to respond to local needs.
4. To abide by health and Safety guidelines and share the responsibility for their own safety and that of colleagues.

5. Any other reasonable duties required ensuring the smooth running of the NTCA.

Performance Standards

Performance standards will be continually assessed by the Supervisor who will be responsible for the team target. 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.

Working conditions

1. The post-holder will be directly responsible to the Deputy CEO.
2. Work within a multi-site environment.
3. Comply with NTCA's Covid-19 working practices including working from home when requested.
4. Operate within an Equal Opportunities Policy.

PERSON SPECIFICATION

Adviser/Trainee Adviser (Generalist)

ESSENTIAL

1. An ability to meet deadlines, work under pressure, meet performance targets and take responsibility for their work.
2. Ability to work proactively on their own initiative for the benefit of the service.
3. An ability to work with minimal day to day supervision and support
4. A flexible 'can do' disposition, able to adjust to an environment of constant change.
5. An ability to work cooperatively to achieve team targets.
6. A commitment to the Aims and Principles of the Citizens Advice.
7. Knowledge and experience of IT systems, software and processes, particularly within an advice setting.
8. Ability to prioritise their own work, meet deadlines and manage a workload in a stressful and pressured environment.
9. Ability to handle a high volume of telephone gateway assessments (average 6 – 8 per hour)

DESIRABLE

10. At least six-months experience of advice work as a paid worker.

11. A driving licence and access to a car.

12. The ability to identify Social Policy issues arising from advice work and an ability to analyse and report on those issues.