



Schools Project Adviser

Job pack

Thanks for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the project
- The role profile and person specification
- Our approach to Equity, Diversity & Inclusion (EDI)
- How to Apply



Our values

Values to help us achieve our cultural ambition: an inclusive, purpose driven workplace that listens, works together, is open and honest, accessible and helps everyone be the best they can be.

Purpose driven - we always focus on the people who need our help.

People focused - we recognise, value and reward contributions and talents in an open, fair, and meaningful way.

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working.

Transparent - we are open and honest, sharing information early and often whenever we can.



3 things you should know about us

1. We're local and we're national. Citizens Advice have 5 national offices and offer direct support to people across England and Wales in 265 independent local Citizens Advice services including 5 offices within the New Forest.

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.

Overview of the Citizens Advice service

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 265 local Citizens Advice members.

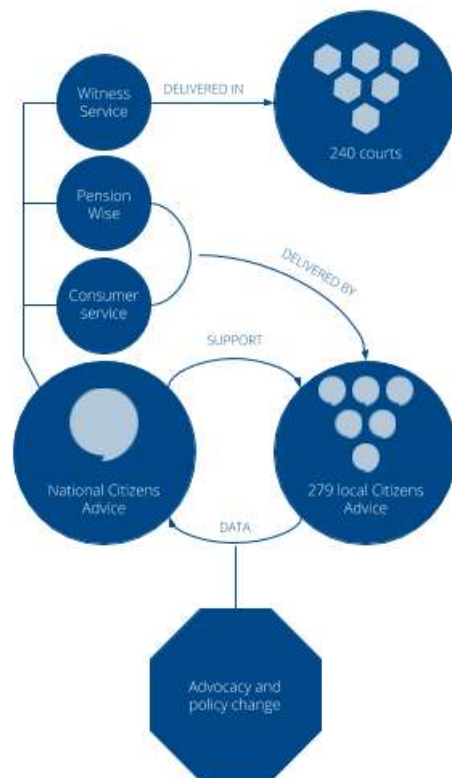
This role sits within our network of independent charities, delivering services from

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

They do this with:

- 6,500 local staff
- over 14,000 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 project

The project aims to tackle child poverty; working with a small number of schools within the Ringwood and Fordingbridge area, we aim to use effective partnerships to deliver a range of advice to parents and carers of pupils at those schools. We hope that by delivering comprehensive and high-quality advice and support to households with school age children, we will help to make them more financially secure and resilient.



The role

The Schools Project Adviser will provide advice and support to families who are experiencing profound difficulties in managing problems, including debt and benefit issues, and who may face additional problems such as the threat of homelessness. To access this service the family must have at least one child attending one of the participating schools in the Ringwood and Fordingbridge area. This support may be intensive. The Schools Project Adviser will act as a bridge between clients, the Citizens Advice team and third-party organisations to aid engagement in the processes associated with addressing their issues. This may involve liaison with key local agencies (Food Banks, New Forest District Council, Housing Associations, Schools etc.) as well as providing practical support such as accompanying clients to meetings, help with paperwork and associated administrative tasks.

Funding for this role is currently confirmed to the end of November 2026, with the possibility of extension dependent on further funding commitments.



Role profile

Job Title	Schools Project Adviser
Reporting to	Advice Locality Manager, West New Forest
Salary	£24,350 pro rata rising to £26,350 pro rata following completion of training and probation.
Hours of work	30 hours per week. Term time working only, plus an additional three weeks (42 weeks total).
Length of contract	Whilst the position is offered on a permanent contract, funding is only agreed until November 2026. 3 months' probation.
Location	This role will require travel to support the eight school's which are: <ul style="list-style-type: none">• Ringwood School• Ringwood Junior School• Ringwood Infant School• Poulner Junior School• Poulner Infant School• The Burgate School• Fordingbridge Infant School• Fordingbridge Junior School Office base available in Ringwood

Holiday	25 days per annum pro rata, to be taken during school holidays
Role purpose	To work in partnership with schools to identify and support families who need high quality information, advice and ongoing casework.

Working with clients	<ul style="list-style-type: none"> • To use sensitive listening and questioning skills to engage with clients identified in need of support to help deal with their situation. • To build trust with clients through face-to-face meetings, telephone and email contact to help identify how to maximise entitlement to income and to support them to manage their money. • To identify personal strengths of clients and to help clients build on them to engage in the processes involved in resolving their difficulties. • Research and explore options and clarify implications so that clients can make informed decisions. • Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning. • To support clients in following the advice given on ways to deal with their situation. • Facilitate the completion of benefits advice casework by ensuring that clients are helped with completing applications, requesting mandatory reconsiderations of decisions and helping clients prepare cases for Welfare Benefit Tribunals where needed. This task may be completed by the post holder, or by the post holder supporting another adviser to do so. • Help clients to engage with specialist debt advice, including ensuring that paperwork requests, support with collating paperwork, filing and other related duties are actioned. This may also involve a Fact Find of their current financial situation, communication of the prepared budget and financial plan and encouragement to stick to a plan. • Accompany clients to key meetings with Citizens Advice and other agencies, as required.
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	<ul style="list-style-type: none"> ● Liaise with key local agencies to help identify potential local support systems. ● Record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. ● To support clients by identifying their financial needs and signposting to other available support. ● Collating information to assist with data reporting requirements to the project funders. ● Apply Citizens Advice aims, principles and policies when dealing with money advice enquiries. ● To ensure that all work meets quality standards set by Citizens Advice
Other	<ul style="list-style-type: none"> ● Complete an induction and training as appropriate. ● Comply with the organisation's published policies and Procedures. ● Uphold the aims and principles of the organisation ● In accordance with Citizens Advice national policy the successful candidate will be screened by the DBS However, a criminal record will not necessarily be a bar to your being able to take up the job. ● Undertake any other duties as might be reasonably required within the scope of the role.



Person specification

Essential Criteria

- Relevant and transferable experience in supporting people who are vulnerable, marginalised or experiencing significant difficulties in their daily lives.
- A strong understanding of advice processes.
- Good people skills including the ability to engage, to empathise, to manage clients' frustration and to overcome barriers to change.
- Ability to work in a person-centred way that balances empathy with empowering clients to make good choices.
- A good level of self-awareness and personal maturity.
- Understanding of the need for confidentiality of personal client information.
- Ability to work in community settings.
- Ability to prioritise workload and work without close supervision.
- Able to drive and own a car that is insured for business purposes.
- Excellent organisational, oral and written skills including the ability to communicate complex information in a clear and accessible manner.
- High level of numeracy.
- Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
- Good workload and time management skills with the ability to work to deadlines that support good client outcomes.
- Ability to network effectively with a range of stakeholders and to represent Citizens Advice.
- A commitment to the aims, principles and policies of the schools and their communities.
- Ability to operate as a team player and communicate effectively with colleagues and managers.
- Ability to understand organisational priorities and to work towards achieving agreed objectives.

Desirable

- Experience of working with people with multiple and complex needs.
- Experience of safeguarding and lone working.
- Experience of providing Benefits advice.
- Understanding of debt advice processes.

Additional requirements

- The post is subject to a DBS check. This will be an Enhanced Disclosure with an Adult Barred List check.
- The role requires frequent travel within the New Forest, hence a reliable means of transport is essential. Candidates who can drive and own a vehicle insured for business purposes will be well-suited for this position.

Equity, Diversity and Inclusion (EDI)

EDI is of strategic importance within Citizens Advice New Forest (CANF) and recognised as integral to all we do as a service. Central to pursuing our EDI mission is building diverse and inclusive teams in which everyone has a sense of belonging. We particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people.

We are also a flexible employer, so our roles may suit anyone who'd prefer a flexible arrangement to help their work/life balance.

How to Apply

Send your CV and a cover letter (maximum 500 words) or contact us for an informal chat, email: jobs@canf.uk

Closing Date: Monday 30th June 2025 (applications will be reviewed on a rolling basis).

Join us and help make a difference in the New Forest. Together, we can solve problems, advocate for change, and create a better future for everyone.