



Trainee Adviser

Job pack

Thank you 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 Trainee Adviser role
- Role Profile and Person Specification
- Our approach to Equity, Diversity & Inclusion (EDI)
- Further information and 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 4 national offices and offer direct support to people across England, Wales and the Channel Islands in 236 independent local Citizens Advice services, including 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 comprises a network of 236 independent local Citizens Advice charities across England, Wales and the Channel Islands, and the national charity. The role of the national charity is to enable local Citizens Advice to deliver their services and jointly deliver other services at a national level, including the website.

Citizens Advice provide support from:

- 511 local Citizens Advice offices in communities across England and Wales
- over 1,166 outreaches in local communities, such as GPs' surgeries, hospitals, libraries, prisons and community centres
- the Witness Service, available in 234 criminal courts across England and Wales

Across the whole of Citizens Advice, the service is delivered by around:

- 10,000 local staff
- 19,500 volunteers

We help millions of people every year with free, independent and expert advice across the broadest range of areas – from money and debt to benefits, housing, energy, work and so much more.



Overview of the Trainee Adviser role

As a Trainee Adviser, you will receive comprehensive training to become a client adviser, gaining hands-on experience in all aspects of our service. You will develop the skills needed to provide high-quality advice on a range of issues, including financial hardship, welfare rights, employment, housing and family matters.

Trainees usually become proficient in their roles within 12-18 months.



Role Profile

Job Title	Trainee Adviser
Reporting to	Advice Locality Manager - East
Annual Salary	£26, 300
Hours of work	37.5 hours (part-time considered)
Location	Totton with some travel across the New Forest area
Holiday	25 days per annum (pro rata) plus Bank Holidays

Key Responsibilities

- Provide client support and information through telephone, email and face-to-face enquiries, responding with sensitivity, empathy and professionalism.
- Conduct client interviews and assessments, using effective listening and questioning skills to understand issues and empower clients to identify their priorities.
- Deliver advice and guidance by researching, interpreting and communicating relevant information, including completing benefit checks where appropriate.
- Advocate and make internal referrals on behalf of clients, ensuring clients understand the purpose of the referral and what to expect (e.g. Generalist Advice, Debt Advice, Financial Inclusion, or Energy Advice).
- Advocate and make external referrals on behalf of clients, liaising with external organisations to secure appropriate support.
- Maintain accurate and confidential case records, ensuring compliance with data protection requirements, quality standards and organisational procedures.

- Ensure your work aligns with Citizens Advice quality standards and/or funder requirements.
- Undertake administrative and IT-based tasks, including statistical reporting, record keeping, document production and support of research and campaign activities.

Other Responsibilities:

- Commit to and complete mandatory and agreed training, as required, to meet personal development and service needs.
- Work within our organisational key principles, policies & procedures.
- Embed Equity, Diversity and Inclusion (EDI) in day-to-day work.
- Undertake any other duties as might be reasonably required within the scope of this role.
- In accordance with Citizens Advice national policy the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Person Specification

Essential Criteria

- Good communication skills, with the ability to listen carefully, ask questions, and support clients in a respectful and empathetic way.
- Willingness to learn and research information, with the ability to explain advice clearly both verbally and in writing.
- Basic IT skills, including the ability to use databases, online resources, email, and Microsoft Office applications.
- Good organisational skills, with the ability to manage tasks, keep accurate records, and work towards agreed targets.
- Understanding of confidentiality and professionalism, including handling sensitive information appropriately.
- Commitment to the values of Citizens Advice, including equality, diversity, inclusion, and providing a high-quality service to all clients.

Desirable Criteria

- Previous experience of working with customers, clients, or members of the public, particularly in a support, advice, or service-focused role.
- Knowledge or understanding of the issues commonly faced by Citizens Advice clients, such as benefits, debt, housing, employment, or consumer matters.
- Experience of working or volunteering within a community, charity, or public sector organisation, with an understanding of supporting diverse communities

Additional Requirements

- Candidates who can drive and own a vehicle insured for business purposes will be well-suited as this role requires some travel within the New Forest hence a reliable means of transport is desirable

Our approach to 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.

Further information & how to apply

If you would like to discuss this role further, please email jobs@canf.uk

To apply for this role, please send a CV and cover letter (no more 500 words) to jobs@canf.uk to explain how your skills and experience fit with the requirements of this role. **Applications will only be accepted on receipt of a CV and cover letter to this email address.**

Applicants will be considered on a rolling basis and the closing date for this role is **Friday 18th September**