

Recruitment pack

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

In this pack you'll find:

- Key facts about what we offer
- Other staff benefits
- Role description
- Person specification
- 3 things you should know about us
- Overview of Citizens Advice
- How Citizens Advice Oxfordshire works
- Our values

Application deadline: 9am Monday 16th March

Please note that applications may close early if a suitable applicant is identified, so we recommend submitting applications promptly.

Interview dates: TBC

Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling staff-recruitment@caox.org.uk 01993 892063



Key Facts

- Location:** Any of our Oxfordshire office locations, including: Abingdon, Didcot, Henley, Oxford, Thame, and Witney. Hybrid working considered.
- Hours:** 22.2 hours per week
- Contract:** 12 month fixed term contract
- Salary:** £23,355.78 - £24,396.08 FTE (full time is 37 hours)
£14,013.47 - £14,637.65 pro rata for 22.2 hrs per week (0.6 FTE)
- Expenses:** Any additional travel above home to work can be claimed at £0.45 per mile
- Other:** A laptop and any other essential equipment will be provided



Other staff benefits

Workplace Pension

- 5% employer contribution, minimum 3% staff contribution

Generous Holiday allowance

- 31 days plus bank holidays (pro rata for part time roles)

Ongoing training and development opportunities:

Your line manager and our Learning & Development Team will work with you to develop an individual training plan and offer opportunities to develop new skills relevant to your role.

Regular personal supervision and annual appraisal

Employee Assistance Programme:

- Telephone counselling support
- Personal legal and financial information
- Health advice across a range of medical and wellbeing issues
- Access to an online portal for further advice and support
- Speak in confidence to a third party with anonymity assured
- Available 24/7, 365 days a year

An opportunity to work with a fantastic team of dedicated volunteers and staff. We look forward to meeting you.



Role Description

Citizens Advice offers confidential advice online, over the phone, and in person, for free. Through our national network of charities, we give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.

Here at Citizens Advice Oxfordshire, we are looking for a motivated, enthusiastic, and compassionate individual to join our team delivering a quality assured telephone advice service to clients across Oxfordshire. Providing advice through our Core service, this role will be managed by one of our Advice Service Managers and supported by our Advice Session Supervisors, and can be based from any of our Oxfordshire offices.

Our ideal applicant will have experience working with an Advice agency or in other client-facing advice roles. However, we would be willing to offer a trainee position to the right candidate who can demonstrate: how they otherwise meet the person specification, a true passion for helping people, and a strong commitment to the aims and principles of our service.

Role Profile

Advice

- Provide information and advice covering the full range of generalist areas, including Benefits and Debt, delivered via our Adviceline telephone service.
- Assess client problems using sensitive listening and questioning skills, maintaining control of the call using active listening and verbal prompts.
- Research and explore options to allow clients to make informed decisions.
- Assess and agree on the appropriate level of assistance, considering the client's capability, problem complexity, and organisational resources available.
- Conduct benefit checks and debt assessments where required.
- Speak to third parties in conjunction with the client where necessary.
- Assist clients where necessary by calculating, negotiating, drafting or writing letters/emails and telephoning.



- Identify emergency issues and refer appropriately to other advisers or specialist agencies.
- Consult with and take direction from the Advice Session Supervisor when needed.
- Manage own time effectively using the performance data and call queue within our Adviceline's telephony system.

Research & Campaigns

- Assist with research and campaigns by providing information about clients' circumstances through evidence forms.

Professional Development & Quality

- Ensure all advice conforms to organisational standards including the Advice Quality Standard (AQS) and our Equality, Diversity, and Inclusion (EDI) policy.
- Keep up to date with legislation, case law, and policies and procedures relating to all advice areas.
- Take advantage of learning opportunities available to meet the requirements of the role, including training, courses, and feedback from supervisor or peers.
- Attend briefings, supervisions, and team meetings as agreed with the line manager.

Administration

- Maintain accurate case records on our case recording system, Casebook.
- Work within the organisation's agreed systems and protocols by utilising internal templates, documents, and information management systems.

Other

- Support the aims and principles of the Citizens Advice service and its equality, diversity and inclusion policies.
- Perform any other tasks commensurate with the role, as directed by the line manager.



Person Specification

Essential Criteria



1. Exceptional oral communication skills, with the ability to both build rapport and maintain control of interactions with clients.
2. Full understanding of the issues involved in interviewing clients.
3. Ability to research and interpret complex information; including numeracy to the level required for means-tested benefit calculations.
4. An ordered approach to work with the ability to prioritise a diverse caseload, meet targets, and follow agreed procedures.
5. Ability to sensitively engage with, support, and empower clients with a range of capabilities.
6. Ability to use telephony and IT systems to input data, navigate online information, and manage digital records.
7. Ability and willingness to work both independently and as part of a team.
8. An understanding of the need for confidentiality and a non-judgmental approach to clients and their issues.
9. Understanding of social trends, the local area, and their implications for clients and the service.
10. Understanding of and commitment to the aims and principles of the Citizens Advice service.

Desirable Criteria

11. Previous advice work within the Citizens Advice service or with other Advice agencies.
12. Experience of working with volunteers.
13. Recent in-depth knowledge of Benefits and/or Debt advice.

In accordance with Citizens Advice policy we will require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 230 independent local Citizens Advice services across England and Wales.

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 Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.

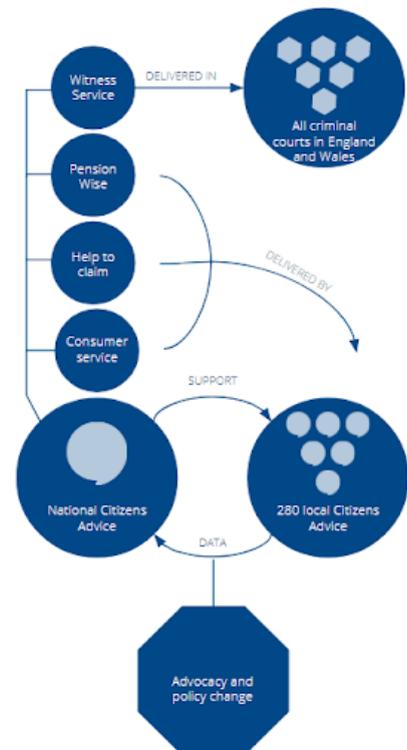
This role sits our network of independent charities, delivering services from

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

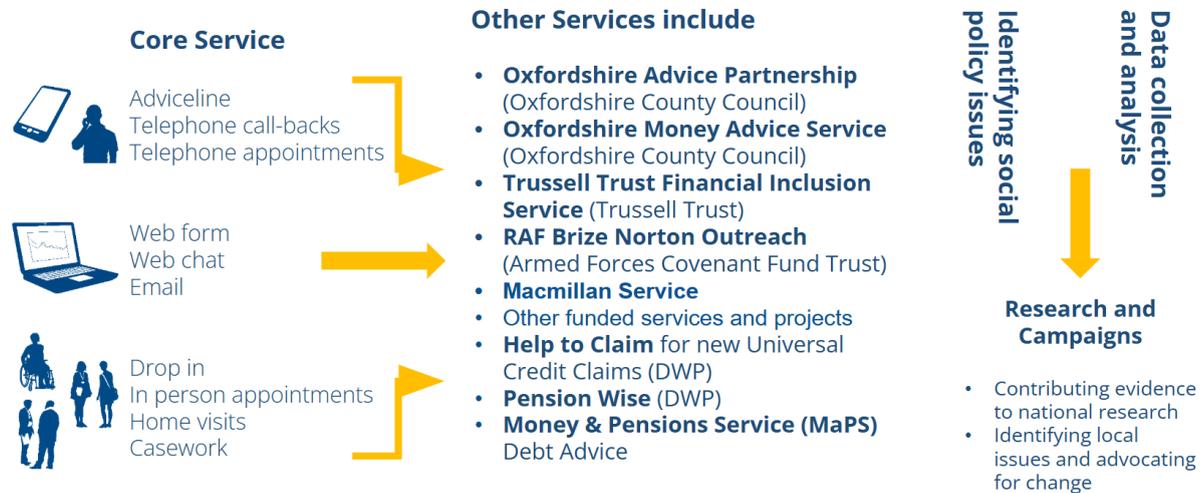
They do this with:

- 6,500 local staff
- over 23,000 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.



How Citizens Advice Oxfordshire works



We provide a range of advice, guidance and support services to the people of Oxfordshire and beyond. We give advice on many issues, including; debt, benefits, employment, housing, consumer rights and relationship problems. We believe no one should have to face these problems without good quality independent advice.

● Our values

We're inventive. We're not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.