

## 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:

- 3 things you should know about us
- How Citizens Advice Oxfordshire works
- Our values
- Overview of Citizens Advice
- Other staff benefits

**Application deadline: *To apply you will need to submit an application form and CV by 11th March 2026 at 9am.***

### Want to chat about this role?

If you want to talk about the role further before applying, you can contact [hr@caox.org.uk](mailto:hr@caox.org.uk) and we will be happy to give you any other information you need.



## Terms and Conditions

**Hours:** 26.4 hours per week (37 hrs = FTE)

**Contract:** Fixed Term Contract to 31 December 2026

**Salary:** In person is £25,848.33 - £26,396.57 (FTE) (18,443.13 - £18,834.31 actual salary)

Fully remote is £23,355.78 - £24,396.08 (FTE) (£16,664.66 - £17,406.93 actual salary)

**Expenses:** Any additional travel above home to work can be claimed at £0.45 per mile

**Location:** Our offices in Central Oxford. Hybrid Working or Fully Remote also considered.

**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 Training 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

## 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.

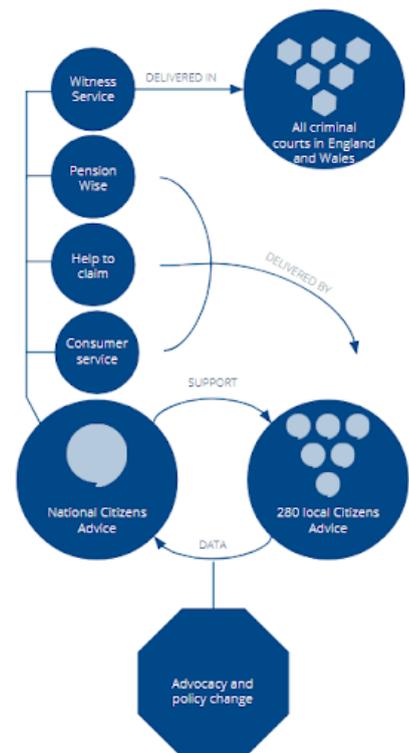
This role sits our network of independent charities, delivering services from

- 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.

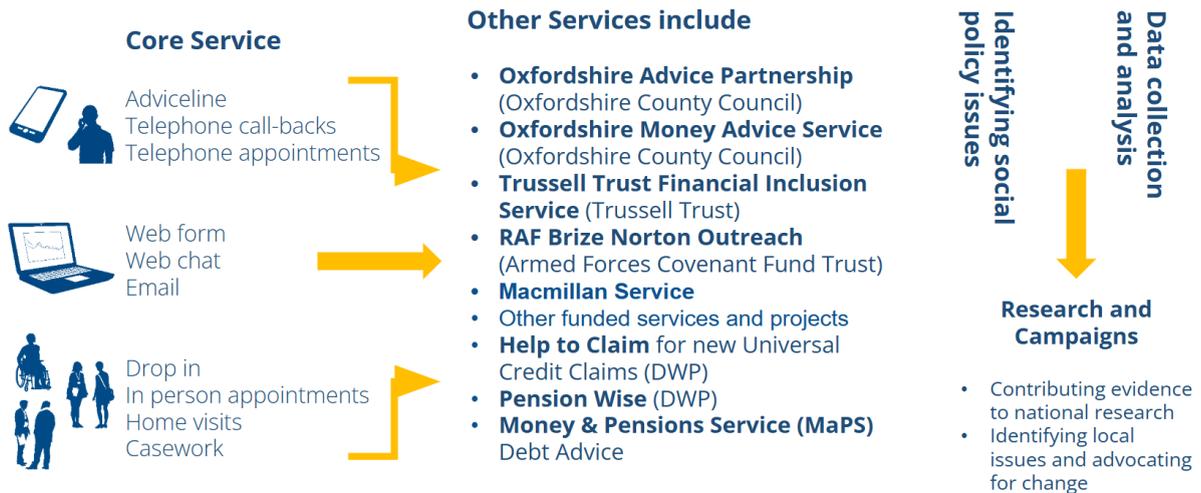




## How Citizens Advice Oxfordshire works



## How our service 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 learn 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.



## Role profile

This role is designed to meet the benefits advice needs of Oxford residents. The post holder will provide benefits advice including benefit checks, benefits applications, mandatory reconsiderations and appeals. Advice will be given by telephone/email, by appointment in person at our office, and to drop in clients at outreaches. **A hybrid or fully remote position may be considered for the right candidate.**

**Role purpose:** to provide an effective and efficient benefits advice service to local residents within the aims, policies and principles of the CA service.

### Duties and Responsibilities

#### Information and advice giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by negotiating, drafting or writing letters and telephoning.
- Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.
- Signpost and refer internally and externally as appropriate in order to link clients into additional relevant support
- Ensure that all work conforms to the office systems and procedures
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

#### Research and Campaigns

- Submitting regular evidence forms and taking action when required.

## Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Assist with Service initiatives for the improvement of services.

## Administration

- Use IT for statistical recording, record keeping and document production
  - Ensure that all work conforms to office systems and procedures.
- Provide statistical information on the number of clients and nature of cases as requested.
- Keep up to date with policies and procedures relevant to work and undertake appropriate training.

## Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.



## Person specification

1. Experience of advice work in welfare benefits is required and ideally experience of other areas including, housing, employment, consumer and immigration.
2. Ability to work sensitively with a diverse range of clients.
3. An understanding of the issues involved in interviewing clients, particularly those who may be experiencing stress and anxiety.



4. An ordered approach to your work and an ability to follow set procedures concerning casework and file management etc.
5. Ability to use IT in the provision of advice and the preparation of reports and submissions.
6. Good oral communication skills with particular emphasis on negotiation and representation skills on the telephone.
7. Ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing grant applications, reviews, reports and correspondence.
8. Numeracy skills required to understand statistics and check calculations.
9. Ability to monitor and maintain own work to comply with set standards
10. An understanding of and commitment to the Aims and Principles of the Citizens Advice service including the services Equal Opportunities policies.
11. Ability to work independently without close supervision, to prioritise own work, meet deadlines whilst contributing to the wider Citizens Advice team.

*In accordance with Citizens Advice national policy we may 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.*

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