

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: Friday 3rd July 2026

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:** Job to be hybrid or remote. Reporting to the Oxford office. If fully remote you will need to visit the Oxford office on occasion for training.
- Hours:** 37 hours per week (full time). Job share and part time also available.
- Contract:** Fixed term until 31st May 2029
- Salary:** £28,140 to £28,840 FTE (Full time is 37 hours)
- Expenses:** Any additional travel above home to work can be claimed at £0.55 per mile
- Other:** A laptop and any other essential equipment will be provided



Other staff benefits

Workplace Pension

1. 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



Macmillan Adviser

- 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.



Oxfordshire

Macmillan Adviser



The Role

This post is funded by Macmillan Cancer Support and is offered hybrid or fully remote. This post will work as part of a team of regional advisers to deliver advice and casework services for people with a cancer diagnosis. This will include disability benefits, generalist advice and income maximisation.

Role purpose:

To provide benefit and generalist advice, casework, and assistance in accessing other financial sources to maximise the income of those with a cancer diagnosis.

Duties and Responsibilities:

- Provide a full income maximisation service for people with cancer, including applying for disability benefits and other sources of financial support, such as grants, help with health and travel costs.
- Provide holistic advice and benefit specialist casework service to a specialist level for people with cancer.
- Assist clients to challenge benefits decisions, including preparation for benefit appeals.
- Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.
- Maintain detailed electronic case records and other statistics for the purpose of continuity of casework, information retrieval and statistical monitoring and report preparation.
- Refer or signpost clients on to colleagues or other agencies as appropriate for specialist help with issues that fall outside the remit of the service, including housing, debt, and employment.
- Interview clients using sensitive listening and questioning skills so that clients feel able to explain their problem(s) and empower them to set their own priorities.

Project Development:

- To assist with the development of the service, locally and regionally including development of referral pathways and processes, service promotion and marketing with health and care professionals across Oxfordshire.
- Gather quantitative data to monitor and evaluate the service.
- Gather qualitative insight from people with cancer through feedback, consultation, and stories.
- Collect feedback from health and care professionals.
- Support Research and Campaigns work by providing case studies and feedback on issues of concern to people affected by cancer.

Performance and evaluation:

- Work to deliver agreed targets and deadlines and escalate any risks or issues that impact delivery of the service or meeting the target.
- Carry out other tasks within the scope of the post to ensure effective delivery and development of the service.
- Ensure advice is provided in accordance with contractual requirements and cases are recorded accurately and in a timely manner.

Information technology:

- Ensure up to date knowledge of internal systems including but not limited to GSuite, Casebook, Citizens Advice electronic information system.
- Effectively use Citizens Advice resources to provide accurate and up to date information and advice to clients.
- Use a range of IT in the provision of general advice, including but not limited to: webchat, email and telephone.

Meetings:

- Prepare for and attend supervision sessions/team meetings/staff meetings and external meetings as agreed with the line manager.
- Promote and share best practice across the team

Administration:

- Ensure GDPR compliant case notes are recorded on an electronic case recording system (Casebook) and reflect the information received from the client and the advice given.
- Ensure all statistical reporting data is completed effectively.
- Keep up to date with all Citizens Advice policies and procedures.
- Ensure the correct procedures are used and recorded for signposting and client referrals.
- Be self-administering and undertake general administration tasks e.g. taking messages; photocopying, collating, filing; processing post etc.

Personal development:

- Ensure all mandatory training is completed on time
- Maintain an up to date knowledge of the benefits system and policies and procedures relevant to the post.
- To identify training needs and undertake any appropriate training to develop skills and increase knowledge and understanding of cancer and its treatments, and its impact on people with cancer and their ability to access help.

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 CAO service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Essential

1. An in-depth knowledge of benefits including those relating to disability and sickness.
2. An understanding of the issues facing people affected by long-term illness and disability, including cancer.
3. Ability to empower clients through provision of information, advice, and casework to help improve peoples' quality of life.
4. Knowledge of, or willingness to gain and understanding of Macmillan Cancer Support's services and policies, and others which are relevant to people with cancer and their families.
5. Experience of listening and questioning with an ability to manage challenging situations in a calm, sensitive and effective manner.
6. An ordered approach to casework and an ability and willingness to follow set procedures concerning casework and file management.
7. Ability to make clear and concise case records using a computerised case recording system.
8. Ability to produce reports and statistics.
9. Effective communication and interpersonal skills with an emphasis on negotiating, representing, and preparing reports and correspondence.
10. Experience of working autonomously and taking responsibility to prioritise work and meet deadlines.
11. Willingness to participate in opportunities for training and professional development.
12. An understanding of and commitment to the Aims and Principles of the Citizens Advice service including the services Equal Opportunities policies.

Desirable

13. Recent experience of delivering advice services particularly regarding welfare benefits.

14. Completion of Citizens Advice generalist advice training programme.

In accordance with Citizens Advice national policy we will require the successful candidate to complete an enhanced DBS check. 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.

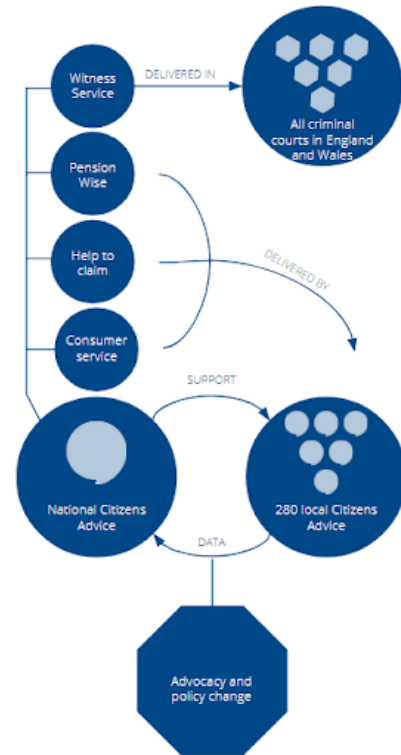
This role sits our network of independent charities, delivering services from

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

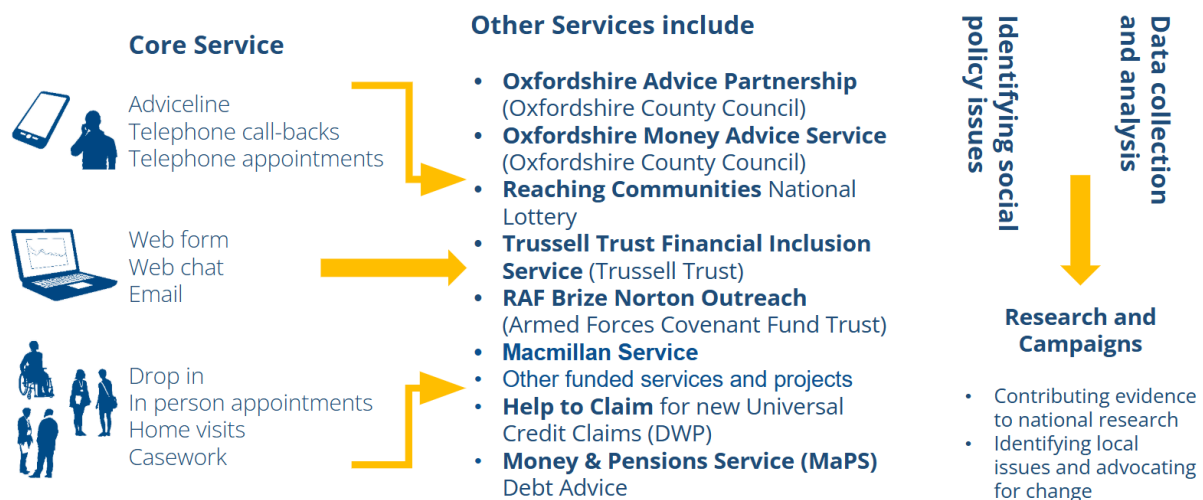
They do this with:

- 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.