

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, Friday 30 January 2026

Interview dates: Week commencing 9th February 2026

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: Witney (OX28 6DY)

Other CA Oxfordshire locations (Abingdon, Didcot, Henley, Thame, Oxford) or hybrid can be considered depending on experience, but attendance at Witney for training and meetings will be required.

Hours: 22.2 hours per week (3 days)

Contract: Fixed term until 31 March 2027

Salary: £25,848.33 to £27,437.91 FTE (full time is 37 hours)

£15,509.00 to £16,462.75 pro rata

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

Cottsway Housing Association have partnered with Citizens Advice Oxfordshire to provide a free information and advice service to all their tenants. Starting as the largest local registered provider of social housing in West Oxfordshire, Cottsway Housing has expanded to provide housing in Gloucestershire, Worcestershire and Wiltshire. The Cottsway Project aims to provide equal access to advice and information to all Cottsway Housing tenants regardless of their location. Tenants have access to a free telephone and digital service, providing triage, signposting, information and advice and casework.

Reporting to the Project Manager, Citizens Advice Oxfordshire are looking for a Caseworker to join our team to deliver information, advice and casework to Cottsway Housing Association tenants by face to face appointments including some home visiting, telephone work and email correspondences.

You may be office based locally, or partially home based depending on experience. For trainees, we will offer office-based training until full competence has been achieved. You will be required to deliver advice appointments and occasionally attend training and meetings at our Witney office.

Role purpose:

The aim of this project is to support clients with the full range of advice problems providing a holistic service, but with a particular emphasis on financial inclusion by undertaking benefits checks with all clients to ensure they are receiving their full entitlement.

A key focus will also be to help clients who have accumulated or are at risk of accumulating debt, through providing regulated debt advice and support, particularly in preventing homelessness.

This will involve delivering debt advice to the Financial Conduct Authority standards for regulated debt advice. This includes preparing financial

statements, budget sheets and corresponding with creditors as well as the client.

You may also be required to prepare papers and evidence to support benefit appeal tribunals.



Role profile

Advice and Casework

Provide advice and casework covering the full range of generalist advice areas, in particular benefit advice and debt / money advice casework.

Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate and negotiate with third parties as appropriate.

Assist clients where necessary by calculating, negotiating, drafting or writing letters and telephoning.

Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.

Maintain case records for the purposes of continuity of casework, information retrieval, statistical monitoring and report preparation.

Ensure that all casework conforms to the organisation's Office Manual and the Advice Quality Standard and/or the specialist Quality Mark as appropriate.

Work with other specialists both within the service and externally to ensure that the client receives the most appropriate specialist support for different issues where appropriate.

Research & Campaigns

Assist with research and campaigns work by providing information about clients' circumstances.

Monitor service provision to ensure that it reaches the widest possible client group.

Alert other staff to local and national issues.

Professional Development

- Keep up to date with legislation, case law, policies and procedures relating to specified areas and undertaking appropriate training.
- Read relevant publications.
- Attend supervision sessions and team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.
- Undertake mandatory training and other training as required for the role.

Administration

- Use IT for statistical recording, record keeping and document production.
- Attend relevant internal and external meetings as agreed with the manager.

Public relations

- Maintain good and proactive relationships with the partner, Cottsway Housing Association and other related agencies and partners.
- Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

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



Person specification

Essential Criteria

1. Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
2. Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service.
3. Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
4. Be numerate and literate to the level required by the tasks.
5. Ability to prioritise own work, meet deadlines and manage caseload.

6. Utilising IT in the provision of advice and the preparation of reports and submissions.
7. Understanding of and commitment to the aims and principles of the organisation's service and its equality and diversity policies.

Desirable Criteria

1. Knowledge of a broad range of advice areas, with a particular emphasis on welfare benefits and debt advice.
2. Recent experience of delivering Benefits and Money Advice.
3. Experience of working with volunteers.
4. Hold a full UK driving licence.

In accordance with our DBS 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.

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



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

Cottsway Debt & Benefit Caseworker

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

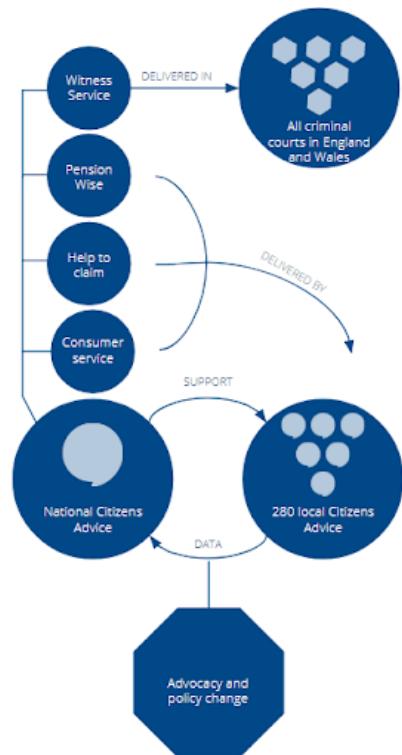
This role sits our network of independent charities, delivering services from

- 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



Other Services include

- **Oxfordshire Advice Partnership** (Oxfordshire County Council)
- **Oxfordshire Money Advice Service** (Oxfordshire County Council)
- **Trussell Trust Financial Inclusion Service** (Trussell Trust)
- **RAF Brize Norton Outreach** (Armed Forces Covenant Fund Trust)
- **Macmillan Service**
- Other funded services and projects
- **Help to Claim** for new Universal Credit Claims (DWP)
- **Pension Wise** (DWP)
- **Money & Pensions Service (MaPS)** Debt Advice

Identifying social policy issues

Data collection and analysis

Research and Campaigns

- Contributing evidence to national research
- Identifying local issues and advocating for change

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.