

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: 28th 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: Bicester and Banbury Trussell Trust foodbanks, and office-based or hybrid (location negotiable from our Oxfordshire offices). For a trainee role, attendance at the Witney office for training period and meetings will be required.

Hours: 37 hours per week (full time)

Contract: Fixed term until 31 March 2027. Potential to extend subject to funding.

Salary: £25,848.33 - £27,437.91 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



Role Description

Context of role:

The Trussell Trust Food Bank Project is a partnership between Citizens Advice and the four Oxfordshire Trussell Trust Food Banks in Witney, Banbury, Bicester and Abingdon.

Reporting to the Project Manager, the post holder will be part of a county advice team that aims to deliver advice to people referred by the Trussell Trust Partners in Oxfordshire.

You may be office based locally, or partially home based. For trainees, we will offer office-based training until full competence has been achieved. You will deliver advice through multiple channels including telephone, video and face to face. You may be asked to deliver advice appointments at local food banks in Banbury and Bicester or other office locations.

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. 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

Trussell Trust Financial Inclusion Caseworker

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 organisations 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 area and undertaking appropriate training.

Read relevant publications.

Attend relevant internal and external meetings as agreed with the line manager.

Prepare to attend supervision sessions/team meetings/management team meetings as appropriate.

Assist with Service initiatives for the improvement of services.

Administration

Use IT for statistical recording, record keeping and document production.

Attend internal and external meetings as agreed with the manager.

Public relations

Maintain good and proactive relationships with the partner Trussell Trust food banks 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 own safety and that of colleagues.



Person specification

Essential Criteria

Effective communication skills (oral & writing) with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.

Fully understand the issues involved in interviewing clients and demonstrate an understanding of social trends and their implications for clients and the service.

Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures.

Be numerate and literate to the level required by the tasks.

Ability to prioritise own work, meet deadlines and manage caseload.

Utilising IT in the provision of advice and the preparation of reports and submissions.

Understanding of and commitment to the aims and principles of the organisation's service and its equality and diversity policies.

Desirable Criteria

Trussell Trust Financial Inclusion Caseworker

Knowledge of a broad range of advice areas, with a particular emphasis on welfare benefits and debt advice.

Recent experience of delivering Benefits and Money Advice

Experience of working with volunteers

Hold a full UK driving licence.

In accordance with Citizens Advice national 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

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

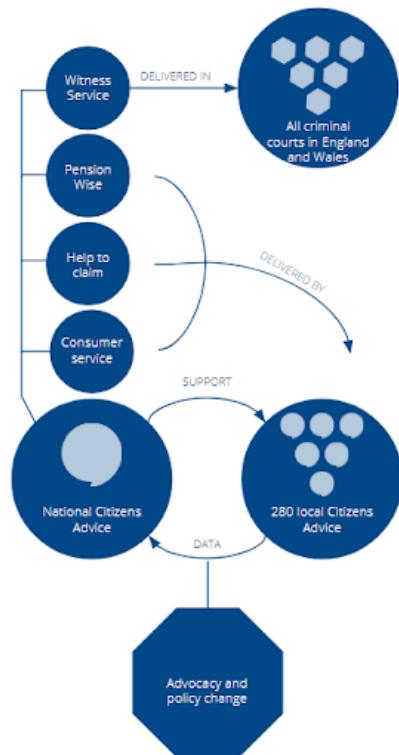
This role sits our network of independent charities, delivering services from

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

They do this with:

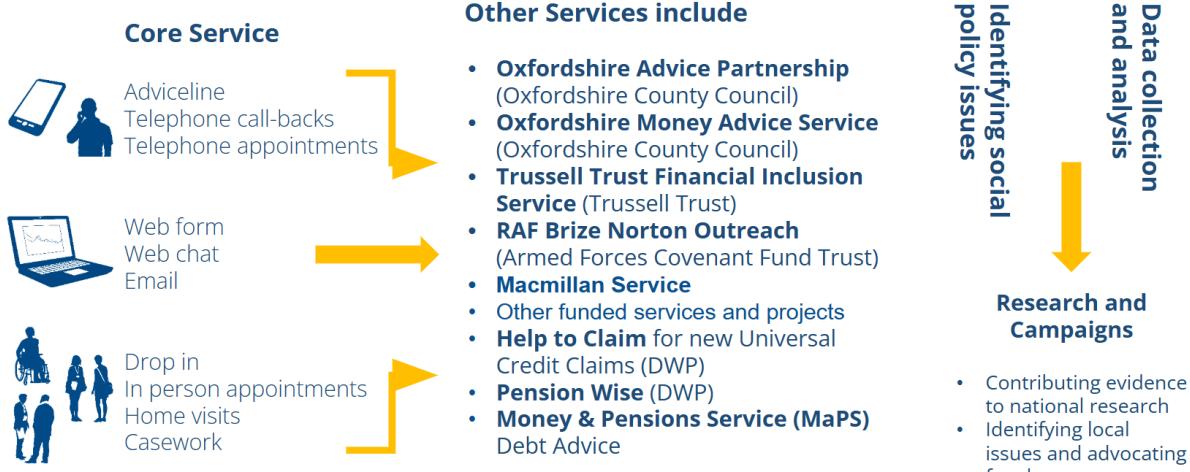
- 6,500 local staff
- over 23,000 trained volunteers

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.