

## 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:** 9am on Monday 13th April 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 [fayep@caox.org.uk](mailto:fayep@caox.org.uk) OR HR Manager on 01993 892063



## Terms and Conditions

- Hours:** 14 hrs per week
- Contract:** Fixed term Contract (Maternity Cover which ends 30 April 2027)
- Salary:** £27,100.00 - £28,140.42 pro rata (full time is 37 hours)  
£10,254.05 - £10,647.72 actual salary for 14 hrs per week.
- Location:** Office based in Abingdon, Didcot, Henley, Oxford, Thame or Witney  
- Hybrid/remote working can be considered. (May be required to travel to Witney for training)
- 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 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



## **Oxfordshire Advice Partnership Triage Adviser**

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



## The role

Oxfordshire Advice Partnership is made up of Age UK Oxfordshire, Citizens Advice Oxfordshire, Oxfordshire Welfare Rights, Agnes Smith Advice Centre, Barton Advice Centre, and Rosehill and Donnington Advice Centre. The service is jointly funded by Oxfordshire County Council Adult Social Care and Child, Education and Families, and Public Health. It is focussed on meeting the needs of people living in Oxfordshire who are made more vulnerable by illness or disability, such as

- older people
- adults with learning disabilities
- adults with mental health problems
- adults with physical and sensory impairments
- adult and young carers
- young people aged 16+ with learning difficulties and or physical disabilities
- families with young children (particularly those with disabled children)

The service will provide at no cost to the Service User, independent advice to assist people with benefits, debt, budgeting and other financial and welfare issues.

The overall aim of the service is to support people to live their lives as independently, successfully and safely as possible within the community by maximising income, helping to make the best use of the money available to them and managing debt, which will improve people's choice and control and enhance wellbeing.

## Role Purpose

As part of a team of Telephone Advisers and a wider team of Advisers and Caseworkers you will be the first point of contact on the designated telephone advice line and email service for clients. You will complete an initial triage to ascertain eligibility for the service and where appropriate give limited advice on benefits, debt and other financial and welfare matters. Callers who may be able to obtain assistance from another, more appropriate agency or service will be signposted on to other sources of help. Clients will be referred to the locality based Advisers where a face to face appointment or home visit is appropriate, or to the Caseworkers for more complex advice and support.

Referrals will be made via the Oxfordshire Advice Navigator website, which will provide signposting resources to trusted websites and services. Where the client seeks a service, they will complete the online form which will populate a common task list. Callers to the helpline will be asked to leave a voicemail which will also be added to the tasklist for call backs.

## Role Profile

All clients will access the service via the dedicated website, telephone number or by email, and all contacts will be listed on a common task list for advisers to action. The service provides:-

- An eligibility check
- Initial diagnosis of issues
- Self-help e.g. access to how to and advice guides, leaflets and internet based advice
- Assisted Information. Clients will be given supported information on how to progress their issue
- Onward referral to locality based advisers or caseworkers for full advice where appropriate, and for face to face or home visits if required.
- Where advice required is in an area outside in the remit of this project callers will be referred to the most appropriate local service.

## **Triage and Basic Advice**

- Assess the client's problem(s) using sensitive listening and questioning skills.
- Assess and agree the appropriate level of service, taking into consideration the client's eligibility, ability to take the next step themselves, the complexity of the problem and the project resources.
- Identify key information about the issue/s including time limits, key dates and any requirement for urgent advice or action (using the [citizensadvice.org](https://citizensadvice.org) website, scripts and any other diagnostic tools, as necessary).
- Explain self-help information and 'How to guides' to clients
- Conduct benefit checks, and refer to locality based advisors or caseworkers for assistance with full advice, form completion and complex casework as appropriate
- Refer clients appropriately (both internally and externally) to suit client's needs following agreed protocols, including making arrangements and informing clients of what to expect.
- Use the Citizens Advice website and the Oxfordshire Advice Navigator website to find, interpret and communicate the relevant information.
- Signpost clients appropriately, following agreed protocols.
- Refer to other specialist agencies as appropriate.
- Ensure that all work conforms to the Citizens Advice West Oxfordshire office manual and the Citizens Advice quality standard / Legal Services Commission's Quality Mark / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

## **Research and campaigns**

- Identify research and campaign issues.
- Alert clients to research and campaigns options
  
- Assist with research and campaigns work by completing evidence forms, working with the Research and Campaigns Coordinator to carry out campaigning work.

## **Discrimination**

- Identify if there is any question of discrimination.
- Be aware of Citizens Advice procedures for dealing with actual and potential discrimination issues.

## **Professional development**

- Keep up to date with legislation, policies and procedures and undertake appropriate training for the role.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager
- Prepare for and attend supervision sessions / team meetings / staff meetings / external meetings as appropriate.

## **Administration**

- As part of a wider team, work to achieve the targets set within the contract.
- Provide follow-up calls to collect client satisfaction and outcomes information as required
- Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and document production.
- Keep up to date with policies and procedures relevant to the role and undertake appropriate training.
- Ensure that all work conforms to the Citizens Advice' systems and procedures.
- Attend regular service team meetings and 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.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Demonstrate a commitment to the aims and policies of the CA service.

# Person specification

- Ability to commit to and work within the aims, principles and policies of the Citizens Advice service.
- A good, up to date understanding of equality and diversity and its application to the provision of advice.
- Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards.
- Understanding of the main enquiry issues involved in assessing clients' issues.
- Experience in delivering advice using varied delivery methods
- Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to use IT systems and packages in the provision of advice, including the ability to input data for record keeping and navigate online information systems.
- Ability and willingness to work as part of a team.
- Ability to work within guidelines, protocols and procedures.
- Ability to manage time effectively
- Effective written and oral communication skills.
- Ability to understand statistics and check accuracy of calculations.
- A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.

## 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.

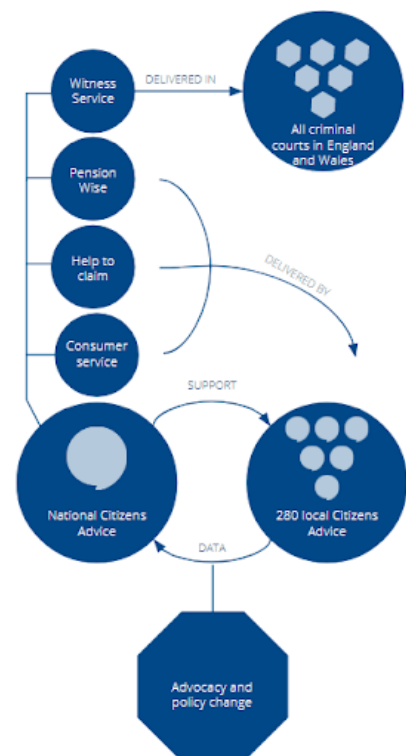
This role sits our network of independent charities, delivering services from

- 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.

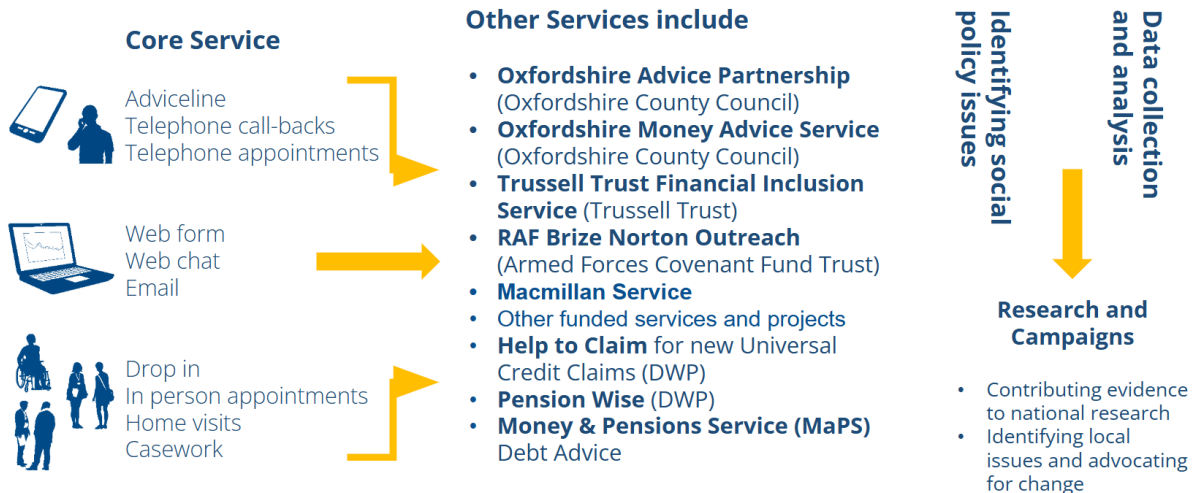




# How Citizens Advice Oxfordshire works



## 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.