

## 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:** Will be confirmed

### Want to chat about this role?

If you want to chat about the role further, you can contact emailing or calling [hr@caox.org.uk](mailto:hr@caox.org.uk) 01993 892063 or email to [Fayep@caox.org.uk](mailto:Fayep@caox.org.uk)



## Terms and Conditions

- Hours:** 8.3 Hours per week
- Contract:** Fixed Term Contract to 31 March 2027. These hours are available due to Maternity Leave.
- Salary:** £28,140.42 - £28,539.51 FTE pro rata (full time is 37 hours)  
£6,312.58 - £6,402.11 pro rata for 8.3 hours per week.
- Expenses:** 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
- 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)



## 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

# Help To Claim

- 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**

## The role

We have an opportunity for an adviser to join our existing advice services team who deliver advice to the public on issues relating to Universal Credit and linked benefits and issues. The role will form part of the national Help to Claim service which provides support to people with queries relating to Universal Credit up to first payment via telephone, webchat and video channels between 8am and 6pm Monday to Friday.

We are looking for an adviser with good IT skills to support clients to make and complete their new Universal Credit claim, as well as a commitment to the aims and principles of the Citizens Advice Service.

You'll have the 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.

## Role profile

### Advice giving

Interview clients over the phone and via web chat, using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities

Remotely supporting clients to use IT to make their new Universal Credit claim

Use Citizens Advice resources to find, interpret and communicate the relevant information to clients

Complete benefits checks when appropriate

# Help To Claim

Research and explore options and implications so that clients can make informed decisions.

Support clients where necessary using appropriate communication skills and channels.

Refer internally or to other specialist agencies as appropriate.

Ensure that all work meets quality standards and the requirements of the funder

Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

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

Complete the required training to comply with quality assurance processes

## **Research and campaigns**

Support our research and campaigns work through various channels including case studies, data collection and client consent

## **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

Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate

## Administration

Use of telephony and IT equipment for multichannel delivery of advice services

Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis

Ensure that all work conforms to your organisation's systems and procedures

## 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 Citizens Advice

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



## Person specification

### Essential

Ability and willingness to follow a structured training plan

Ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings with them

Ability to receive feedback objectively and a willingness to self reflect with the aim of achieving and maintaining quality of advice

Ability to use telephony and systems to navigate between different IT platforms and access them concurrently, in order to deliver services across multiple channels, for example webchat, telephone and video channels.

Ability to use IT systems and packages, and other resources in the provision of advice, record keeping and document production

Ability to keep accurate records in line with data protection regulations.

Ability to manage complex information and attention to detail

Ability to work to performance targets

Ability to monitor and maintain standards for advice provision and quality assurance

Ability to manage own workload and be self motivated

Be numerate to the level required

Good IT knowledge with an ability to support clients with their online claim application

Ability and willingness to work as part of a team

A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics

Ability to develop and maintain positive working relationships with external stakeholders

Ability to commit to and work with 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

## **Desirable**

Knowledge of the benefits systems including Universal Credit

Ability to carry out accurate benefit check calculations

Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

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.

## 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.

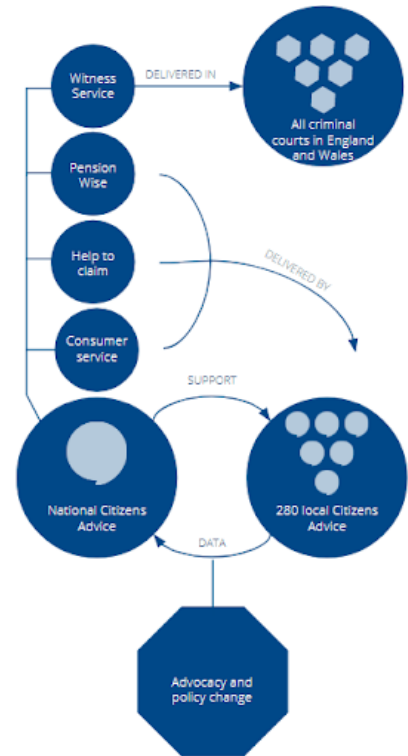
This role sits our network of independent charities, delivering services from

- 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.

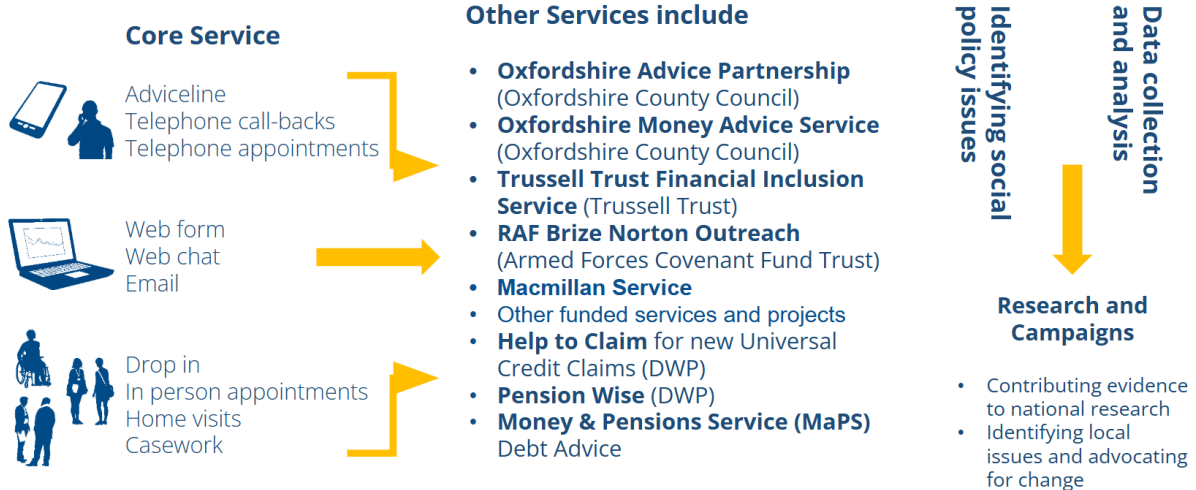




## How Citizens Advice Oxfordshire works



## 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.