

Citizens Advice East Dorset and Purbeck

Job Description - Administrator/Advice Support Worker

Overview

Citizens Advice East Dorset & Purbeck is an innovative and successful advice service which offers confidential advice online, over the phone and in person, for free. We put clients first and focus on delivering high quality information, advice and casework by telephone, face to face and digitally.

We have a vacancy for an Administrator/Advice Support Worker and are looking to appoint a candidate with excellent communication skills and the ability to deal confidently and sensitively with a wide range of people including clients, colleagues and third parties. If you are digitally engaged with a great eye for detail this is an excellent opportunity for you to join our service and provide comprehensive client and administrative support to our Advice Teams. We are looking for candidates who:

- Have demonstrable customer service skills
- Can interpret information and make decisions
- Have excellent attention to detail and is highly organised in all administrative tasks
- Are able to work on their own initiative and can prioritise their own workload

JOB DESCRIPTION

Role	Administrator/Advice Support Worker
Salary	£23,541 - £24,012 (dependent on experience)
Location	East Dorset & Purbeck
Hours	37 per week
Fixed Term	31st March 2022 – with continuation anticipated

Role Context:

This post is to provide comprehensive administrative and client support services. You will work alongside our Housing and Money Advice Teams as well as our Generalist/Energy Team.

Our Housing Team provides intensive support to vulnerable clients at risk of homelessness, which includes negotiation to secure accommodation, income maximisation and debt advice. Our Money Advice Team provides a holistic debt advice service which includes support with income maximisation, insolvency advice, casework, creditor liaison on behalf of our clients and advocacy. Our Generalist/Energy Team supports clients to review their household budget and maximise their income, ensuring they are in a sustainable position to pay future energy bills.

You will often be the first point of contact for clients, making sure that we capture all the information that is needed to support the advisers and managers. You will manage all system data and will be responsible for collecting client information and evidence necessary to progress client's cases.

You will need to be digitally engaged and have a great eye for detail ensuring that you support the team to hit their targets.

Key accountabilities	Key elements & tasks
Administration	<ul style="list-style-type: none"> ● Provide a comprehensive administration support function to Advisers on the team. ● Adhere to processes and procedures to ensure that tasks are completed in a smooth and efficient manner. ● Update and maintain accurate statistical information to ensure targets are being achieved. ● Be a welcoming and efficient point of contact for agencies and clients. ● Maintain accurate case records for audit purposes, information retrieval, statistical monitoring and report preparation. ● Evaluate the effectiveness of the service through client feedback. ● Ensure that all work conforms to Citizens Advice East Dorset & Purbeck systems and procedures.
Assessments	<ul style="list-style-type: none"> ● Assess and retrieve incoming referrals in a timely manner, ensuring accuracy of data.

	<ul style="list-style-type: none"> ● Collect the data required from clients in order to progress their case/application, this will include home visits. ● Act on any urgent issues, time limits and key dates. ● Support the application/review process to various funds/schemes, in addition to promoting and encouraging client engagement. ● Assess the quality of information/documents/application provided and liaise with all parties involved to ensure a smooth referrals pathway. ● Use our CRM to keep client records up to date. ● Use internal work queue systems for effective case management and casework support. ● Liaise with clients, caseworkers, team leaders, management and external agencies by email and telephone appropriately. ● Keep up to date with relevant advice issues and maintain an up to date working knowledge of all new relevant legislation through reading monthly subscriptions and Citizens Advice Updates. ● Be innovative, and share ideas about effective and efficient ways of working. ● Use a photocopier, scanner, and other officemachines as appropriate. ● Use various software applications as necessary for the work involved. ● Any other relevant administrative and support duties required to ensure the smooth running of the teams.
Research and Campaigns	Support our research and campaigns work through various channels including case studies, data collection and client consent.
Policies and Procedures	<p>Health & Safety</p> <ul style="list-style-type: none"> ● Abide by the health and safety guidelines and share responsibility for your own safety and that of colleagues. ● Immediately notify the line manager of all issues that may detrimentally affect the health and safety of staff, volunteers, clients and visitors to CAM.
	<p>Equality/Diversity</p> <ul style="list-style-type: none"> ● The post holder must have due regard in the planning and execution of their duties at all times to the Citizens Advice Equality & Diversity Policy (“Stand Up for Equality”). ● At all times, promote the aims, principles, policies, interests and wellbeing of the organisation and to protect its integrity and reputation, and to ensure that the Service complies with the Equality Act 2010.
	<p>Information Technology</p> <ul style="list-style-type: none"> ● Adhere to good practice with regard to acceptable IT use.
<p>Please note that this job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.</p> <p>Citizens Advice East Dorset & Purbeck is a fast-moving organisation and therefore an employee’s duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

Person specification

Essential Criteria

1. Ability to interpret information to be able to make decisions.
2. Excellent attention to detail and highly organised in all administrative tasks.
3. Excellent IT skills and experience of commonly used software packages.
4. Excellent customer service skills and ability to manage difficult conversations.
5. Ability to work on own initiative, prioritise own work, meet deadlines.
6. Good interpersonal and communication skills.
7. Flexible approach and willingness to work as part of a team.
8. Understanding and commitment to the aims, principles and values of Citizens Advice East Dorset & Purbeck.

Requirements for role

- Ability to contribute to an adaptable, respectful and responsible organisational culture in line with our values.
- Ability and willingness to work as part of a team and a commitment to collective team responsibility.
- Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout.
- Awareness that Citizens Advice clients are at the heart of everything we do.

For an application pack please contact sue.spear@edpcitizensadvice.org.uk

Closing date: 10am Thursday 26 August 2021

Interview date: Thursday 2 September 2021

What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. The role attracts an attractive remuneration package with excellent terms including:

- A 37-hour working week
- Pension scheme
- Contractual sick pay
- Generous holiday entitlement starting at 28 days per year (in addition to bank holidays) and rising with long service awards.

Disclosure and Barring Service Checks (DBS)

Some Citizens Advice East Dorset & Purbeck positions may require the successful candidate to undergo a DBS check.

Equality & Diversity

Citizens Advice East Dorset & Purbeck recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice East Dorset & Purbeck will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other.

All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

Dignity at Work

Citizens Advice East Dorset & Purbeck is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a

particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

Probationary Policy

New appointments are subject to a three-month probationary period. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

Flexibility

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

Our People

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice East Dorset & Purbeck has immediate access to professional and completely confidential counselling and advisory services.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.

Equality and fairness within recruitment

Citizens Advice East Dorset & Purbeck is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it.
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.