

Generalist Adviser

Job pack

Thanks for your interest in working at North Yorkshire Citizens Advice & Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work for us.

In this pack you'll find:

- An overview of North Yorkshire Citizens Advice & Law Centre
- An overview of the role
- The job description
- The person specification
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Jane Ferguson (Advice Service Manager) by emailing jane@northyorksca.org.uk or calling 01757 701320 extension 1034



Overview of North Yorkshire Citizens Advice & Law Centre

We provide free, confidential and impartial information and advice on a range of issues including money, benefits, housing and employment, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face.

We're an independent charity and part of the Citizens Advice and Law Centre networks across England and Wales. Our main offices are located in the heart of our communities in Harrogate, Malton, Northallerton, Richmond, Scarborough, Selby, Skipton and Whitby. We also have a number of outreach locations that we deliver advice from across North Yorkshire and #WeComeToYou in our Advice Bus and Advice Van.

Often, people are in crisis by the time they reach out to us, unable to see a way out of the situation they find themselves in. Our experienced advisers and highly skilled volunteers provide personalised advice to tackle their immediate problem while also addressing any underlying and overlapping issues.

We give advice face to face, over the phone, and via web chat and email. We help around 25,000 people a year on all types of issues. Our Law Centre provides specialist legal advice on housing, immigration, employment and family matters.

As an independent charity, we raise all our own money, and each of our offices has its own identity within the local community.



The role

As a trained Generalist Adviser, you will provide confidential and impartial advice to the public, helping clients navigate a range of issues by gathering information, assessing their needs, and empowering them to make informed decisions. You will use active listening and questioning skills to understand clients' concerns, access and interpret relevant resources, and offer guidance on benefits, rights, and other matters. The role involves handling enquiries sensitively across various communication channels, maintaining accurate case records, and ensuring compliance with GDPR and quality standards. You will also refer clients to specialist agencies when needed, stay updated on relevant policies, and contribute to the overall effectiveness of the Citizens Advice service.



Job description

Information gathering

- Answering telephone calls/emails/webchat (and where relevant, face to face) enquiries from members of the public in a sensitive and appropriate manner
- Ensuring compliance with GDPR, that relevant permissions are gathered and that clients are made aware of how we use their information and what their rights are

Advice giving

- Interviewing clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities
- Ensuring that time/volume targets and any agreed KPIs are met
- Using Citizens Advice and other reputable resources to find, interpret and communicate relevant information to clients
- Completing benefits checks when appropriate
- Acting for the client where necessary using appropriate communication skills and channels

- Referring internally or to other specialist agencies as appropriate
- Ensuring all work meets quality standards and the requirements of the funder and Citizens Advice
- Ensuring work reflects and supports Citizens Advice's equality and diversity strategy
- Maintaining detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
- Completing the required training to comply with quality assurance processes.

Professional development

- Keeping up to date with legislation, policies and procedures and undertaking appropriate training
- Attending relevant meetings.

Administration

- Using IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production
- Ensuring GDPR compliant training is completed on an annual basis
- Ensuring all work conforms to the organisation's systems and procedures.

Other duties and responsibilities

- Carrying out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Demonstrating a commitment to the aims and policies of Citizens Advice
- Abiding by health and safety guidelines and sharing responsibility for your own safety and that of colleagues.



Person specification

1. Qualified Generalist Adviser with recent experience at Citizens Advice or a similar advice agency with an appropriate quality mark

2. A good understanding of a range of advice areas, including but not limited to money, benefits, housing and employment
3. 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 the calls with them
4. Ability to research and interpret complex information, and communicate this clearly, verbally and in writing
5. Experience of working to and meeting performance targets and KPIs, while actively contributing to the overall success and effectiveness of the team
6. Good IT knowledge and the ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production
7. Ability to work with confidential information with an understanding of information assurance and data protection principles
8. A good, up-to-date understanding of equality, diversity and inclusion, and how these principles apply to the provision of advice
9. Ability to monitor the quality of advice provided and ensure it meets organisational standards and best practice requirements.



What we give our staff

- Workplace pension scheme
- Healthy work/life balance with a 37 hour working week and flexible approach to working arrangements
- Generous annual leave of 5.6 weeks holiday and an additional 4 days at Christmas plus all public bank holidays

- Commitment to health and wellbeing – access to employee assistance programme, discounts on shopping and dining, lifestyle and entertainment
- Work related travel above mileage to designated office paid at 45p per mile
- Commitment to ongoing development – regular training workshops and personal development opportunities

In accordance with Citizens Advice national policy we may need the successful candidate to be screened by the DBS. However, a criminal record will not necessarily exclude you from being able to take up the job.

We are a disability confident employer and welcome candidates who will be using access to work.