



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Trainee Generalist Adviser

Salary: £23,810 pa

Hours of Work: 37.5 hours per week – Monday to Friday 9:00 – 17:00

Location: Citizens Advice Mid Mercia – providing support across offices in Church Gresley, Derby City, and Tamworth; and includes possible remote working

Status: Fixed-term employment contract until 31st December 2025 – possible extension subject to funding

Start Date: As soon as possible

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

The Role

The role will be based within our Core Advice service initially with the expectation that the successful applicant may work under other projects or services based within Citizens Advice Mid Mercia (CAMM). This means that we may second you for short to medium periods of time in order to support the work of CAMM and potential opportunities once fully trained.

You will support people in South Derbyshire, Derby City, East Staffordshire, Tamworth and surrounding areas by:

- ☐ Providing advice on the full range of generalist enquiry areas, in particular Welfare Benefits and Debt, maintaining Citizens Advice quality standards and achieving performance targets.
- ☐ Providing support to clients with a clear plan of action to enable them to act for themselves and to advocate for those who need practical assistance to progress their case.
- ☐ Producing detailed case records on our CRM for the purpose of continuity of casework, statistical monitoring and report preparation.
- ☐ Providing dedicated support to specific teams and projects within the organisation, as required.

You will be trained to give advice across channels including face-to-face, telephone, email and web chat. The mix of channels will vary depending on local office working but is likely to consist of mostly telephone and digital at this time. You will receive accredited advice-level training within 12 weeks of starting your employment, with further specialist level training to follow.

Role profile

Training

- ☐ To attend and successfully complete appropriate training to advice level followed by specialist training.
- ☐ Keep up to date with legislation, case law, policies and procedures relating to advice, and attend appropriate training; including reading relevant publications.
- ☐ To identify and develop your own learning opportunities.

Assessments

- ☐ Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using the Adviceguide website, scripts and any other diagnostic tools as necessary).
- ☐ Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources.
- ☐ Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including planning and informing clients of what to expect.
- ☐ Record information given during an assessment interview onto case record screens.
- ☐ Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.

Advice giving

- ☐ Interview 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.
- ☐ Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- ☐ Research and explore options and implications so that clients can make informed decisions.
- ☐ Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- ☐ Negotiate with third parties such as statutory and non-statutory bodies as appropriate.

- ☐ Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- ☐ 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.

Research and Campaigns

- ☐ Assist with research and campaigns work by providing information as appropriate.
- ☐ Alert clients to research and campaign options.
- ☐ Professional Development
- ☐ Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

- ☐ Attend relevant internal and external meetings as agreed with line manager.
- ☐ Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- ☐ Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- ☐ Ensure all work conforms to the organisation's systems and procedures.

Other

- ☐ Complete required training to comply with quality assurance processes.
- ☐ Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

Person Specification

Essential

- ☐ Ability to work on own initiative and willingness to improve the service by working closely with supervisor.
- ☐ Understanding of the issues affecting society and their implications for clients and service provision.
- ☐ Proven understanding of equality and diversity and its application to the provision of advice.
- ☐ Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
- ☐ 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.
- ☐ Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- ☐ Ability to understand statistics and check accuracy of calculations.
- ☐ Ability to monitor and maintain own standards, and manage time effectively for the purpose of advice assessment.
- ☐ Ability to work within guidelines, protocols and procedures, and a commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in main enquiry areas.
- ☐ Takes ownership of delivering high quality work that adheres to QAA standards and to work with the supervisor to rectify any fall in targets or quality performance.
- ☐ Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
- ☐ Ability to drive and/or willingness to work across all sites.
- ☐ A willingness to work evenings and weekends as required.
- ☐ Adhere to the organisation's CORE values.

Want to chat about this role?

If you want to chat about the role further, you can contact Matthew Fletcher by emailing mfletcher@citizensadvicemidmercia.org.uk or calling 07889 087511.

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

9 months – with possible extension if performance review is required.

Benefits

28 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

In line with government and health regulation and changes, we regularly update our COVID-19 safety measures within the offices, for our services, and for enabling staff to work from home.

TO APPLY

Please visit our website for instructions on how to apply

<https://www.citizensadvicemidmercia.org.uk/vacancies/>

For any questions: staff@citizensadvicemidmercia.org.uk