



Telephone Adviser — Shoreham-by-Sea

Role purpose

Our Advisers assist clients in getting the right help for the problems they face. They assess people's issues and identify the most appropriate course of action.

Main Duties and Responsibilities

- Answer our Adviceline calls, following a guide to establish the line of enquiry and person's capabilities.
- Identify using listening and questioning skills to assess the complexity of a problem.
- Familiar with IT to navigate our information system, to either send links on relevant information, book an appointment or be able to interpret and communicate over the telephone, information and advice or relevant options available to help resolve a person's problem.
- Attention to detail to be able to accurately record and follow procedures to meet with the organisation's quality framework.

Personal Skills and Qualities

Specific qualifications or experience are not required to train for the role.

You need:

- an ability to understand complex information and convey it clearly to clients
- to be good at listening & enjoy helping people
- to have good IT skills and a willingness to learn how to use our database system
- to be able to input data accurately
- a good level of literacy and numeracy
- to be open minded and non-judgmental
- an understanding of, and commitment to, confidentiality.

Other Information

You will be working as part of a team of committed people, supported by a Supervisor. We provide full training and ask you to be pro-active when elements of this are self learning. We ask our Advisers to volunteer for at least 3 or 4 hours per week, between 9am and 4pm. We are open in Shoreham-by-Sea on Monday, Tuesday, Wednesday and Thursday.

We pride ourselves on having a diverse workforce and welcome all applications from people with all ranges of abilities for the skills that they bring.

If you are interested please email Volunteer@westsussexcab.org.uk for more information about our roles and application process. Alternatively you can apply via our website: www.advicewestsussex.org.uk.