* Job Description

|  |  |
| --- | --- |
| Role | Helpline Advisor |
| Reporting to | Telephone Advisor |
| Proficient salary | Circa £19,600 to £24,000 dependant on experience |
| Location | Flexible within the different offices across West Sussex and opportunity to work from home |
| Team overview | Working in the digital advice team alongside paid staff and volunteers. The team support a number of services including our generalist adviceline to west sussex residents alongside delivering advice to specialist national helplines. |
| Role overview | To support and contribute to the work of the advice team. |

|  |  |
| --- | --- |
| Main responsibilities | Key elements/Tasks |
| Service Delivery | * Answer calls via our platforms including adviceline, call backs, local and national projects in a timely way providing good quality customer service. * Deliver advice on other platforms as needed including dual webchat. * Undertake a triage of client need and provide a holistic assessment of advice, identifying options and solutions to empower the client to find a way forward. * Signpost and refer to advice including internal appointments and wrap around help such as mental health referrals as needed. * Provide full advice including some casework support if needed such as help with claiming benefits, undertaking DAT for debts and energy advice assessments. * Undertake income maximisation assessments and identify the correct benefit to be claimed including Universal Credit or legacy benefits, support the claiming process as needed including the set up of benefits. * Ensure work is of excellent quality and timely, referencing advice sources and deadlines so they pass audit checks. * To work with stakeholders including District council staff, NHS, social prescribers, and Job Centres, represent the organisation with any project organisations or the National Citizens Advice. * Use advice resources such as Advisernet, Scripts, Snipit and any other diagnostic tools required, and liaise with Specialist advisors when needed * Ensure work is of a continuous high standard, accurate, and passes audit checks and welcome feedback to continuously improve work and support others. * Maintain detailed and accurate records which are kept up to date including on the client case data base system (Casebook.) * Ensure own knowledge and skills is kept up to date with the latest relevant legislation, policies and practices relating to the role, undertake training and minimum Continued Professional Development Hours. |
| Contribute to Team | * Support the wider service by sharing expertise, conducting Independent quality checks, supporting others with their learning and development including volunteers. * Ensure all internal policies and procedures are followed. * Be an active member of the team with positive contributions to the service and organisation development. * Support with writing blogs, social media information posts and webinars to upskill partners and the public. |
| Research and Campaigns | * Assist with research and campaigns work by sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system of clients. * To identify and prepare case studies and provide other evidence to support local and national influencing work. |
| Other Duties & Responsibilities | * Carry out any other tasks which may be within the scope of the role to ensure the effective delivery and development of the service. * Support other digital channels and deliver on any digital advice contract or project at short notice * Undertake our CORE training to Level 3 Advice to include debt advice at FCA compliance * Develop expert knowledge in an area agreed with your line manger * Demonstrate commitment to the aims and principles of the Citizens Advice service including equality diversity and inclusion. * Ensure data protection and safeguarding issues are identified and relevant policies followed. * Travel across West Sussex and to other locations as may be required. * Support and actively engage in fundraising activities across CAWS as necessary |

 Person specification

**Essential knowledge and experience**

* At least one year recent experience of delivering high quality telephone customer service in a busy environment whilst maintaining quality standards.
* Experience of delivering independent advice and knowledge of the legacy benefits, the benefit system and how to maximise income.
* Recent experience of using a range of IT systems including intranets, email, word and excel, client data bases and case management systems
* Experience of working to targets, with KPIs and delivering contract requirements.

**Essential skills and behaviours**

* A problem solver with an understanding of and ability to empathise with the needs of people from a diverse range of backgrounds and disadvantaged communities.
* Strong resilience and able to work independently whilst also having excellent interpersonal skills and able to work as a team player
* Have excellent IT and digital skills including keyboard skills to deliver targets whilst maintaining quality.
* Excellent written and verbal communication skills to a range of audiences including active listening and negotiating, breaking down complex information, ability to identify verbal prompts and develop rapport.
* Demonstrable experience of being organised, able to follow processes and have an attention to detail whilst prioritising workloads and meeting deadlines.
* Welcome continuous improvement in your own and others work
* To challenge discrimination and uphold equality and diversity principles and demonstrate how this applies to this role.

**Desirable**

* Expert knowledge of benefits, universal credit or debt
* Experience of identifying policy or legal issues or trends affecting people and using this to affect positive change.
* Experience of working with teams across a wide area and use of remote supervision
* Citizens Advice Advisor qualification, or equivalent