



**Citizens Advice Bournemouth, Christchurch & Poole
Universal Support – Help to Claim Adviser**

30 hours per week - Phone & Webchat x 1 post

Fixed Term Contract April 2019 –March 2020

Salary Scale 20-22 £19,430 - £20,661 pro-rata (based on experience)

Annual Leave – 25 days + Bank Holidays pro - rata

Citizens Advice offers confidential advice online, over the phone, and in person, for free. We give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem. We help with everything from money issues to problems at work, housing to consumer rights.

Universal Credit (UC) is the fastest growing advice issue for the Citizens Advice service and improving the support available to people making a claim, is vital.

Citizens Advice is set to deliver a new service called “Universal Support: Help to Claim” which offers end-to-end support to help people make a new Universal Credit claim and be ready for when their first payment arrives.

We are looking for an adviser with good IT skills to support clients to make and complete their new Universal Credit claim, as well as a commitment to the aims and principles of the Citizens Advice Service.

You’ll have the ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.

Closing Date: 5pm 8th February

Interview Date: 21st February