

Citizens Advice Bournemouth, Christchurch & Poole

HELP TO CLAIM ADVISER

30 hours per week

Fixed Term Contract from 6th September 2021 to 30 March 2022

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 delivers a 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. You will also need to demonstrate 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.

Job Share will be considered.

Closing Date: 9am on 3rd September 2021

Interview Date: TBC