



Telephone & Digital Assessor

Job pack

Thank you for your interest in working for Citizens Advice Bromley. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Bromley
- The role profile and personal specification

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Bromley works

Our main focus of activity is around the needs for advice and representation of people who live or work in Bromley, and our services are geared to reflect what they want from us. Feedback from our existing clients suggests that they value the professionalism of our service, the depth and expertise of the advice available and the accessibility of the service once initial contact has been made. Citizens Advice Bromley is now working as partners with other organisations such as the Bromley Third Sector Enterprise (BTSE) with Age UK Bromley & Greenwich, Bromley & Lewisham & Greenwich Mind, Bromley Mencap & Community Links Bromley on our Bromley Well project as well working alongside the foodbank in Bromley and working as partners on the Debt Free London project as well as with Clarion Housing Group amongst others.

Generalist Services

In addition to the work operating the helpline on our on our Bromley Well project we offer a service which consists of information and advice by way of our initial assessment, advice and casework service. Citizens Advice Bromley comprises:

- Our office in Bromley Town which provides initial assessment and advice service. Subject areas include: consumer, money advice, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these.
- We currently operate three outreach services in Orpington and Beckenham & Penge collectively which provide initial assessment and advice service. Subject areas include: consumer, debt, welfare benefits, employment, housing, family and personal matters, taxes, immigration and nationality, health, education, and discrimination relating to any of these. As well as providing additional advice our outreach services also work with the foodbanks services in Bromley.
- In addition we subcontract a Forms Completion Service to Age UK Bromley & Greenwich which provides assistance with form filling for those who are unable to attend the local office or outreaches due to ill health. Referrals to this service are taken from a number of organisations in Bromley.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

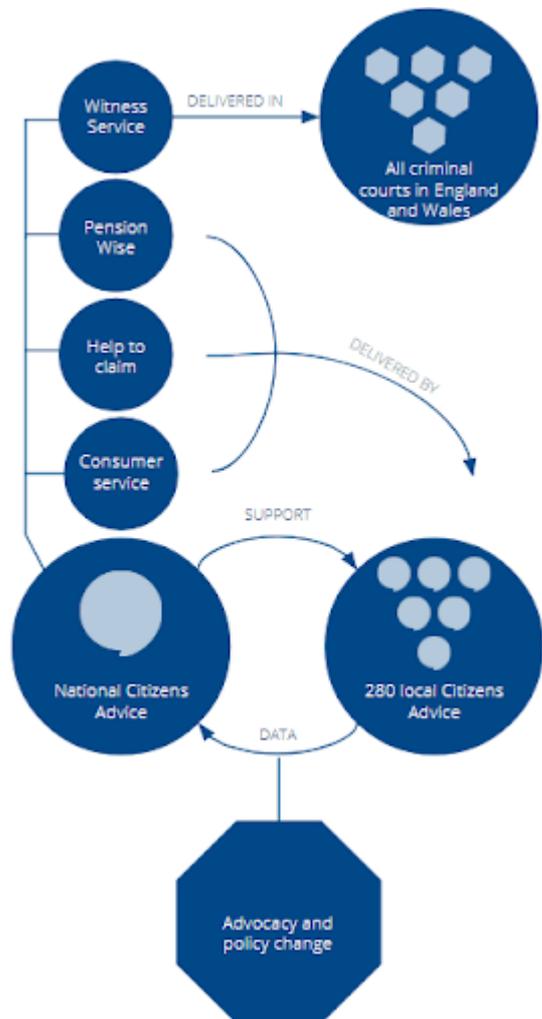
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The role

Reporting to:	Telephone & Digital Assessor
Salary:	£22,500 per annum Pro rata (£12,600per annum)
Hours:	21.00 hours
Duration:	Fixed Term to 31 March 2020

Context of the role:

The Telephone & Digital Assessor will provide general information and advice to members of the public calling our telephone advice line or requesting assistance by email or webchat.

The majority of enquiries relate to welfare benefits, debt, housing and employment issues, but calls cover a wide range of advice needs and no call is ever the same.

The post holder will be given full training and provided with extensive and will be assisting people from the local community to get the help they need.

The successful candidate will have a pleasant telephone manner, good listening skills and be a strong communicator. They will have the ability to remain calm under pressure and deal sensitively with clients from all backgrounds.

Previous experience in advice, customer care or working in a call centre is an advantage.



Role profile

Telephone & Digital assessing

- Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using the national Citizens Advice 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 making arrangements and informing clients of what to expect.
- Record information given during assessment interviews onto assessment screens.
- Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols.

Discrimination

- Identify if there is any question if discrimination.
- Be aware of the organisation's procedures for dealing with actual and potential discrimination issues.

Research and campaigns

- Identify research and campaigns issues.
- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training for gateway assessment.
- Prepare for and attend supervision sessions / team / staff meetings / external meetings as appropriate.

Administration

- Use IT for record keeping.
- Willing to learn and use webchat
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Identify own learning and development needs and take steps to address



Person Specification

Essential Criteria

1. Understanding of the issues affecting society and their implications for clients and service provision.
2. Understanding of the main enquiry issues involved in assessing clients' problems.
3. Ability to give and receive feedback objectively and sensitively and willingness to challenge constructively.
4. Interpersonal skills, including sensitive listening and questioning skills to understand the needs of others.
5. Ability to monitor and maintain own standards, manage time effectively for the purpose of telephone and digital assessments in a busy environment.
6. Ability to use IT systems and packages in the provision of telephone & digital assessments, including the ability to input data for record keeping and navigate online information systems.
7. Ability to work within guidelines, protocols and procedures
8. A commitment to continuing professional development, including a willingness to learn and develop knowledge and skills in our main enquiry areas.
9. Ability to commit to, and work within, the aims, principles and policies of the Citizens Advice service.
10. A good, up to date understanding of equality and diversity and its application to the provision of advice.
11. Ability to communicate effectively both verbally and in writing.
12. Ability to manage time effectively for the purpose of assessment
13. Competence in using IT including typing whilst talking.
14. Flexibility and willingness to work as part of a team.

In accordance with Citizens Advice national policy the successful candidate may be required to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Review

This job description will be reviewed regularly as part an organisational development, performance review and may be a subject to variation.