



Vacancy for a Universal Credit Help to Claim Adviser

Position: Universal Support Help to Claim Adviser - FIXED TERM 12 MONTHS CONTRACT

Location: Various: Banstead, Horley, Merstham, Redhill, Tadworth, Epsom (travel to each of these at specified times)

Closing date: 22 February 2019

The Opportunity

Citizens Advice is set to deliver a new service: 'Universal Support: Help to Claim' which offers end-to-end support to help people make a new Universal Credit claim and be ready to receive their first payment on time. The role involves 'webchat' and telephone advice and confidential face to face interviews with members of the public at specified locations in the borough of Reigate and Banstead.

This is an excellent opportunity to work with an organisation affiliated to a nationally recognised Advice organisation. You will receive high quality training and personal development that will be career building. You will develop project management and communication skills. You will work with a skilled and highly motivated team and be continuously supported in your role.

Although this is a fixed term 12 months contract, we expect other opportunities will arise that will be of interest and relevance to the experience you will have gained during the project.

Person Specification

You are not required to have previous experience in Universal Credit or the Welfare Benefits system but you must have a drive to acquire the relevant knowledge and have an aptitude to learn quickly. You will possess the key skills set out below. In addition you must be able to drive and have access to your own transport **or** be able to use public transport such that you will arrive at different locations on time, every time. You must be able to demonstrate that you are honest and reliable with excellent time keeping skills. Integrity will be second nature to you.

Role Details

Job title: Universal Support Adviser Ref: 2019/HTC

Location: Various: Banstead, Horley, Merstham, Redhill, Tadworth, Epsom (travel to each of these at specified times)

Salary: £22,000

London allowance: No

Hours per week: 37.5 Full Time (Part Time and Job Share considered)

Type of contract: 12 months

Pension: Employers contribution: 6% of salary; employee contribution: 2% of salary

Holidays: 28 days per annum including Bank Holidays and fixed days

Interview Date: Week commencing 4 March 2019

Closing date for applications: 22 February 2019

How to apply: To request an application pack (CVs not accepted), please email: training@carbs.org.uk

Key Skills - essential

- Excellent communication skills
- Excellent IT skills
- Excellent attention to accuracy and detail
- An ability to recognise client needs and issues outside the 'Help to Claim' criteria and take action to refer clients to team Advisors with relevant expertise
- Excellent case write up skills summarising client issues that have emerged and progress achieved during the meeting
- Ability to write reports succinctly and clearly demonstrate quantitative and qualitative outcomes
- Ability to work with people in an empathetic, helpful and understanding manner
- 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.
- An enabling attitude focussed on clients becoming computer literate and understanding the steps they need to take
- Ability to learn a new process and develop expertise in it.
- Self-motivated and disciplined character able to comply with processes and procedures
- Ability to work with the public sometimes under pressure
- Demonstrate an understanding and willingness to commit to the aims and principles of the Citizens Advice Service.

Citizens Advice values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We aim to be an equal opportunities employer.

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Citizens Advice Reigate and Banstead Limited
Charity Registration Number: 1104970
www.carbs.org.uk