



Adviser

Job pack

Thanks for your interest in working at Citizens Advice Epsom & Ewell. 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 Epsom & Ewell
- The role profile and personal specification
- Terms and conditions
- What we give our staff

Want to chat about this role?

If you want to chat about the role further, you can contact Jennie Purvis by emailing support@caee.org.uk or calling 01372 300777.



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 will be supportive and straight with you, 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 250 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.

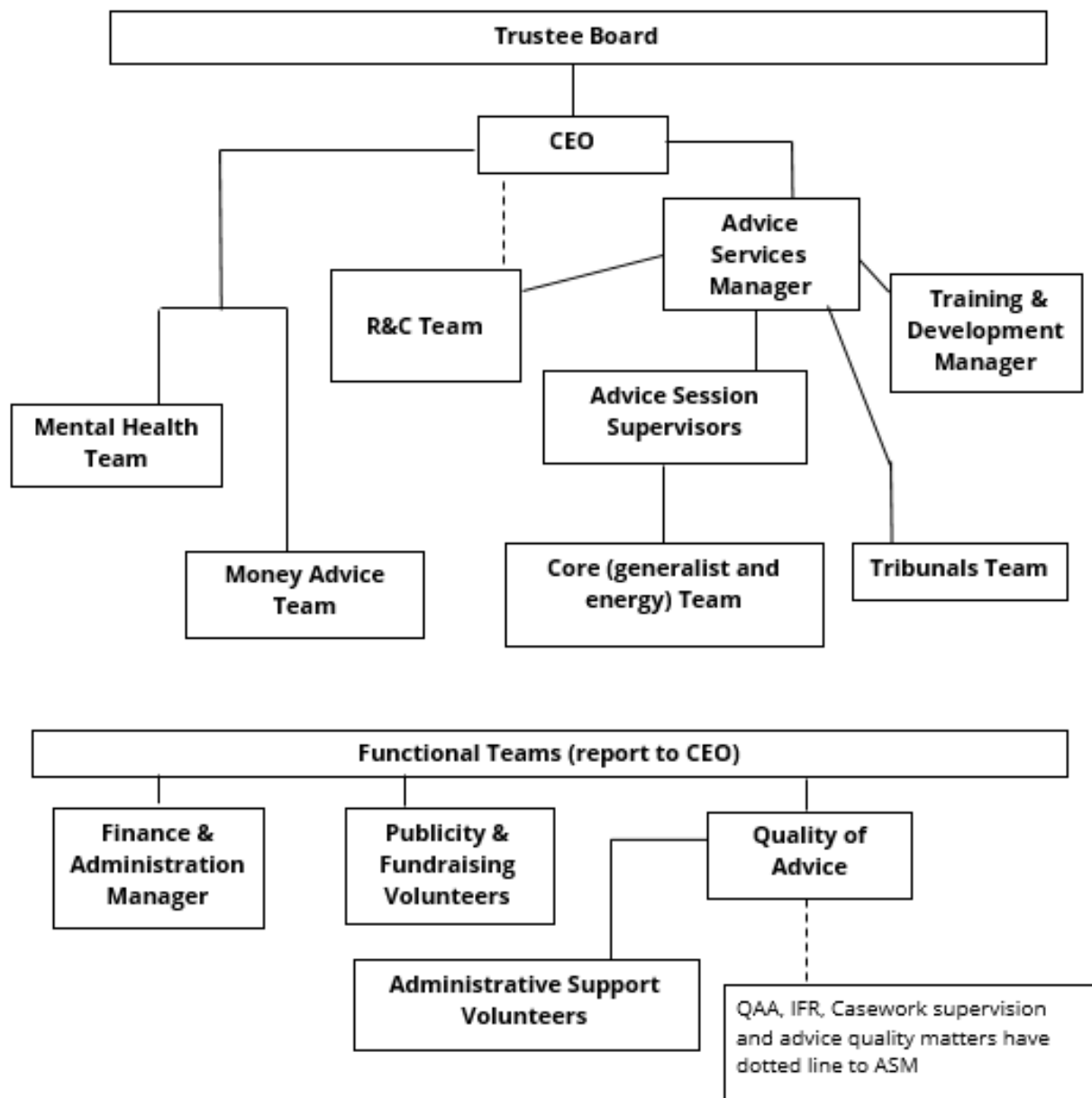
3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

About Citizens Advice Epsom & Ewell

Location:	The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG
Service Delivery:	We deliver our service through as many different channels as we can, to make sure we are accessible to everyone. This includes face to face, phone, video conferencing, and email.
Specialist services:	Specialist Money Advice for local people with critical debt issues Mid and East Surrey Mental Health Outreach service for clients with mental health issues across Mid and East Surrey. Energy Advice Digital Support Tribunals & Appeals
Specialist access:	Textphone for deaf clients, Wheelchair access, Disabled toilet, Phone translation service
Number of clients:	Approximately 3,000 per annum
Number of client contacts:	Approximately 12,000 per annum
Main types of enquiries:	Benefits, housing and debt
Number of staff:	50 volunteers (including trainees) 13 paid staff 11 members of the Trustee Board
Area served:	Borough of Epsom and Ewell
Population:	80,900 (taken from the 2021 census)

While Epsom & Ewell as a whole is relatively well-off, this masks 2 wards with the highest deprivation indices. Epsom & Ewell has the highest percentage of ethnic minority groups among all the districts in Surrey.

Organisation Chart



Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members.

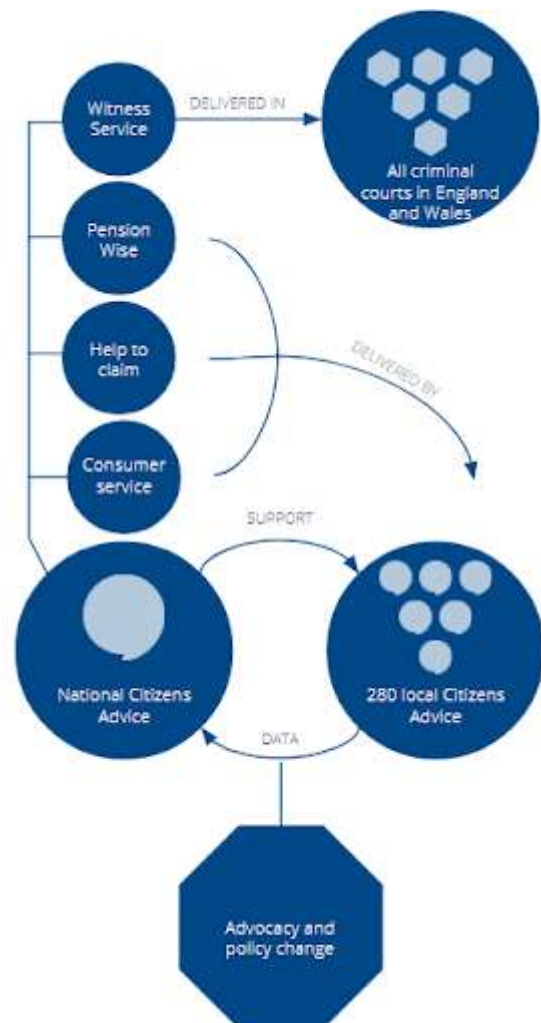
This role sits within our local network of independent charities, delivering services from

- 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

- There's never been a more important time to work for Citizens Advice. As bills rocket and costs continue to rise, families are struggling to make ends meet, and we're experiencing record-breaking demand for our services.
- This new role will provide advice via a number of different channels including telephone, outreach and appointments, where needed. It is the main point of access for clients and provides a first response on the full range of advice issues including benefits, debt, housing, family and employment. This adviser role offers great variety, providing holistic advice answering queries and supplementing existing advice, empowering clients to understand and assert their rights.
- We are looking for a self-motivated, enthusiastic and organised team player. No experience working in the charity sector is needed but the successful candidate will have a keen interest in helping people in need no matter what their background. You will have effective communication skills and an ability to work pro-actively, both individually and within a team, along with being able to demonstrate effective computer literacy.



Role profile

Advice Giving

- To interview, identify client's advice goal and capabilities, undertake full exploration of their advice needs, deliver client's advice and complete accurate client case notes
- To undertake research using our adviser database to identify and provide clients with relevant, accurate, advice, in accordance with their need assessment and record advice references used in the client's case record
- Identify key information (e.g. priority and non-priority debts) and dates and record these into the client's case records
- Complete client registrations, consent statements, profile details and contact details accurately and ensure these are stored on the client record

- Write up the advice session using Advice Information Codes and other procedures in accordance with the Citizens Advice quality standards
- Produce formal communications (letters and emails)
- Undertake follow up advice activities including further conversations with nominated clients or liaise with other agencies as appropriate
- Check information and ensure that records are accurate
- Assist with inputting information onto our national records system and other similar systems, including capturing expected outcomes
- Complete evidence forms to highlight identified research and campaigns issues

Research and Campaigns

- Support our research and campaigns work through various channels including case studies, data collection and client consent
- Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel
- Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role

Professional development

- The post holder will be required to complete their training and refresher programmes in accordance with their individual learning plans and the requirements of the Advice Quality Standard.
- Attend relevant internal and external meetings as agreed with your line manager.
- Share information and best practice with colleagues
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.
- Participate in organisational initiatives to develop and improve services.
- Identify own training needs and agree with the line manager training and development activities to be undertaken.
- Keep up to date with legislation, policies and procedures and undertake appropriate training

Other duties and responsibilities

- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- A commitment at all times to the aims, principles and policies of the Citizens Advice Service and the implementation of our equality policies.
- Ensure the highest standard of consideration and respect to all stakeholders of the Citizens Advice Service, including clients, volunteers, colleagues and funders
- Liaise with other agencies as appropriate
- Support other Citizens Advice work as requested
- Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

Essential

1. Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings
2. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing
3. Able to plan effectively and realistically, prioritise and manage own workload in a busy environment and work accurately to deadlines
4. Ability to understand statistics and check accuracy of calculations
5. Strong IT skills and ability to use Microsoft Office/Google including Excel
6. Ability to communicate effectively verbally and in writing
7. Experience of and an ability to deal with clients in a calm, respectful and effective manner.
8. A commitment to continuous professional development, including a willingness to develop knowledge and skills to carry out the role.
9. An understanding of, and commitment to, the aims, principles and policies of the Citizens Advice Service and the positive value of diversity

Desirable

1. Basic knowledge of one or multiple enquiry areas (ie benefits, debt, housing, employment, family and immigration)
2. Experience of working or volunteering at Citizens Advice



Terms and conditions

Salary:	£25,000 - £27,000 FTE (depending on experience)
Employer pension contribution:	5%
Annual leave:	25 days plus bank holidays
Hours per week:	37.5 hours per week. (Part time and job share applications welcomed)
Type of contract:	Fixed Term to 31 st March 2026
Location:	The Old Town Hall, Epsom