

**East & Central Sutherland
Citizens Advice Bureau
Job Description**



Job Title: Client Access Coordinator
Responsible to: Manager
Hours: Full time (35 hours per week) to be worked Monday-Friday 9am – 5pm.
Location: ECSCAB office in Golspie
Type of Contract: 31st March 2027. The contract may be extended subject to funding.
Salary: £24,500 Pro Rata

Summary of Role

The client access coordinator role will play a key role in enabling clients to access our service.

As Client Access Coordinator, you will provide an efficient and effective service to suit the client's needs. You will be the first point of contact for clients, undertaking a holistic assessment of the client's issues and determining the next steps and appropriate support required. You will work closely with the welfare and debt team, providing invaluable support to their clients through effective case management.

Once in post, completion of the Citizens Advice Training programme is essential.

Responsibilities

- Be the first point of contact for clients in person and by telephone, email and online
- Open cases, gather full information from clients and refer on to appropriate internal and external services
- Provide advice, where appropriate, for simple enquiries
- Maintain case records on behalf of the welfare and debt service
- Provide administrative support for the welfare and debt service
- Provide statistical information and case studies for project reports
- Any other duties deemed necessary by the manager
- Undertake appropriate training
- On occasion you may be required to provide advice services at outreach clinics

Person Specification

Personal Attributes	Trustworthy Motivated Flexible and adaptable Non-judgemental and empathetic Team player Punctual and reliable
Skills	Excellent administrative and organisational skills Excellent IT skills Excellent communication skills Ability to work on own initiative Analytical and problem solving skills Detail oriented
Experience	Essential Working with a variety of IT systems and software Working with the public/in a customer service environment Providing support services to colleagues or partner organisations Desirable Experience of working in the charity sector Experience of working in a similar role

A willingness to travel and the ability to travel to remote and rural locations around East and Central Sutherland to meet the needs of the service is essential. It is advantageous to have a driving license and access to a car, and you will be expected to use your own car to undertake your duties.

Post holders are subject to a 6 month probationary period.

For an application form please email:

admin@ecscab.org.uk