

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



Job Title: Front Line Generalist Adviser
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 Generalist Adviser role is essential in ensuring the organisation provides a high standard of advice to the public. The adviser will work as part of the advice team to deliver generalist and holistic advice and support to clients accessing our service. This will involve using sensitive listening skills and questioning skills to encourage clients to explain their issue(s) and empower them to set their own priorities in terms of a resolution. Once in post, completion of the Citizens Advice Training programme is essential.

Responsibilities

- Interview clients face to face, by telephone, video conference or other means and gather relevant information pertinent to their issue(s)
- Identify key information about the issue(s) including time limits, key dates and any requirement for urgent advice or action (using the appropriate advice website, scripts and any other diagnostic tools, as necessary).
- Use the Citizens Advice Bureau Information System to find, interpret and appropriately communicate the information found in an appropriate way, in consideration of the client's communication needs.
- Research and explore options and implications to ensure the client has the necessary information to make informed decisions.
- Act for the client where required by calculating, negotiating, drafting or writing letters, sending emails or making calls.
- Refer clients to for appropriate support to suit clients' needs following agreed protocols.
- Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Signpost clients appropriately to suit their needs, following agreed protocols.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Engage with the communities served in order to extend the reach and promotion of the project
- To ensure that all work meets quality standards and the requirements of the bureau

Person Specification

Charity number: SC039847

Company Limited by guarantee number: SC341055

Personal Attributes	Trustworthy Motivated Flexible and adaptable Non-judgemental and empathetic Team player Punctual and reliable A commitment to the aims, principles and policies of Citizens Advice Bureaux
Skills	Excellent administrative and organisational skills Excellent IT skills Excellent communication skills Ability to work without supervision and prioritise workload Analytical and problem solving skills Detail oriented
Experience	Essential Working with people with multiple and complex needs A proven ability to work effectively with a wide variety of stakeholders 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.

The post is subject to the receipt of a satisfactory Basic Disclosure Certificate and post holders are subject to a 6 month probationary period.

For an application form please email:

admin@ecscab.org.uk

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