

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



<b>Job Title:</b>	Generalist Adviser
<b>Responsible to:</b>	Manager
<b>Hours:</b>	Part-time (21 hours per week) hours are between Monday and Friday, 9.00 am – 5 pm (Set hours within the working week are open to discussion)
<b>Location:</b>	ECSCAB office in Golspie
<b>Type of Contract:</b>	Fixed term until 31 <sup>st</sup> July 2028. The contract may be extended subject to funding.
<b>Salary:</b>	£25,789 FTE Pro Rata for 21 hrs £15462

### **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 and questioning skills to encourage clients to explain their issue(s) and to empower them to set their own priorities for 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 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.

Charity number: SC039847

Company Limited by guarantee number: SC341055

- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Engage with the communities served to extend the reach and promotion of the project
- To ensure that all work meets quality standards and the requirements of the bureau
- To keep up to date of the latest developments relating to common advice areas and particularly the changing advice available on benefits by ongoing training using internal and external training courses and webinars.

#### Person Specification

<b>Personal Attributes</b>	Trustworthy Motivated Flexible and adaptable Non-judgmental and empathetic Team player Punctual and reliable A commitment to the aims, principles and policies of Citizens Advice Bureaux
<b>Skills</b>	Excellent administrative and organisational skills Excellent IT skills, computer literacy Excellent communication skills Ability to work without supervision and prioritise workload Analytical and problem-solving skills Detail oriented
<b>Experience</b>	<p><b>Essential</b></p> <p>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</p> <p><b>Desirable</b></p> <p>Experience of working in the Third sector Experience working in a similar role</p>

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 are essential. It is advantageous to have a driving license and access to a car; you will be expected to use your own car to perform 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: [advice@ecscab.org.uk](mailto:advice@ecscab.org.uk) or apply online.

Charity number: SC039847

Company Limited by guarantee number: SC341055