



**Stockport
District**

Trainee Telephone & Digital Adviser Job pack

Thanks for your interest in working at Citizens Advice Stockport (CAS). This job pack should give you everything you need to know to apply for this role and what it means to work at CAS.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at CAS
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact **Elaine Fairbrother** by emailing [**e.fairbrother@castockport.org.uk**](mailto:e.fairbrother@castockport.org.uk).

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 tell it like it is 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. We have one main office based in Stockport with outreach across the Borough. We offer direct support to over 8000 clients per year with a range of issues including Welfare Benefits, Debt, Housing and Employment.

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.

How the Citizens Advice network works

CAS is a member of the Citizens Advice service nationally which is made up of a network of around 300 local Citizens Advice members.

Citizens Advice nationally is a charity which includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

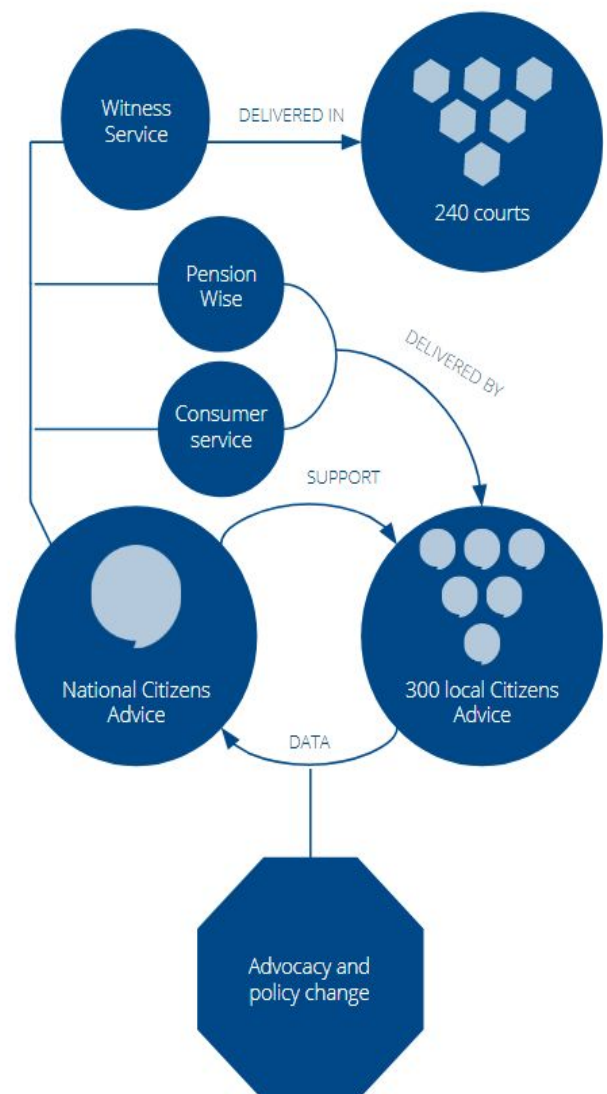
Citizens Advice locally are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

The network does 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 team

The role you're applying for is **Trainee Telephone & Digital Adviser** and is line managed by the **Operations Manager**.

Here are **4** ways you can find out more about us:

1. Watch our [Youtube video introducing the work we do](#)
2. Watch our [Youtube video exploring the voices behind our volunteers](#)
3. Take a look at the [Citizens Advice Stockport](#) website
4. Take a look at the [national Citizens Advice](#) website and the [Campaigning site](#)



The role

Trainee Telephone & Digital Adviser

Working across the Borough of Stockport

Salary: SCP 14 - £16,781 (£10,068 pro rata) + 7% pension - once qualified: SCP 18 - £18,070 (£10,841 pro rata)

Hours of work: 22.2 hours per week (3 days)

Citizens Advice Stockport (CAS) is a leading provider of advice and information in Stockport and we are now looking to recruit a ambitious individual to join our growing team of telephone and digital advisers as a Trainee Telephone and Digital Adviser.

The successful candidate will have the opportunity to join a growing organisation dedicated to ensuring the residents of Stockport have access to good quality advice and information services.

This is a one years training position and will be supported with a learning and development plan.

CAS values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from people with disabilities and people from Black, Asian and Minority Ethnic groups, as they are currently under represented in our workforce.

Closing date: 9am Friday 20th April

Interview date: Thursday 26th April



Role profile

Reporting to:	Operations Manager
Salary:	SCP 14 - £16,781 (£10,068 pro rata) + 7% pension Once qualified: SCP 18 - £18,070 (£10,841 pro rata)
Location:	Borough of Stockport
Role purpose:	To provide good quality information and advice via the telephone, email and web chat services to clients who require it and to support the organisation in its research and campaigns work.

Key accountabilities	Key elements/Tasks	% of Time
Advice giving	<p>Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and employer them to set their own priorities.</p> <p>Use Citizens Advice, government and other authorised sources of information to find, interpret and communicate the relevant information to clients.</p> <p>Research and explore options and implication so that client can make informed decisions.</p> <p>Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.</p> <p>Negotiate with third parties such as statutory and non-statutory bodies as appropriate.</p>	70%

	<p>Refer internally or to other specialist agencies as appropriate.</p> <p>Ensure that all work conforms to the bureau's office manual and the Advice Quality Standard / Legal Aid Agency Quality Mark / other funding requirements, as appropriate.</p>	
Research and campaigns	Assist with research and campaigns work by providing information about clients' circumstances through the appropriate channel.	20%
Professional development	<p>Keep up to date with legislation, policies and procedures and undertake appropriate training.</p> <p>Work with your line manager to develop an annual learning and development plan which meets your development needs and the needs of the organisation.</p> <p>Prepare and attend regular supervision / team meetings as appropriate.</p>	10%

Person specification

Essential

1. Understanding of the social issues affecting society and how good quality information and advice can support them through challenging times.
2. Ability to research, analyse and interpret complex information and produce a clear report verbally and in writing.

Desirable

1. Experience of delivering information and advice through telephone, webchat and/or email to clients.
2. Experience of working within the Citizens Advice service and understand the Citizens Advice methods of service delivery.
3. Experience of using Google applications.

Requirements for the role:

1. Ability to contribute to an inventive, responsible and generous organisation/team culture.
2. Commitment to collective management responsibility.
3. Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout.
4. Proven ability to use IT packages, including, word processing, spreadsheets, presentation packages, email (maintain an electronic diary) and the ability to use or learn to use other packages as necessary.
5. Commitment to continual professional development.
6. Awareness that Citizens Advice clients are at the heart of everything we do.



Terms and conditions

1. SALARY

As advertised

2. ANNUAL/TOTAL LEAVE

Annual leave is 25 days pro rata per annum from 1st April to 31st March, plus bank holidays. Additionally, there is Long Service Leave of 1-5 days after 1-5 years service. Leave is pro rata for part time posts.

3. PENSION SCHEME

CAS provides a Workplace pension scheme and contributes 7% of annual salary. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. LEARNING AND DEVELOPMENT

CAS has a co-ordinated staff learning and development strategy. This will mean that training for your current job, and future career developments relevant to CAS will be provided and you will be encouraged to take an active role.

5. EQUALITY AND DIVERSITY

CAS recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. CAS will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

6. DIGNITY AT WORK

CAS is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

7. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at CAS' discretion, an extension of the probationary period by a further three months.

8. LOCATION

As advertised.

8. EMPLOYMENT STATUS

Permanent (unless otherwise specified in advertisement)

10. HOURS OF WORK

As advertised

**Citizens Advice Stockport is an operating name of Stockport Districts
Citizens Advice Bureau**



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff learning and development strategy. This means that learning will be provided both for your current job and for your development.
- **Support for Childcare Costs.** We can provide childcare vouchers through a government-approached scheme providing a tax-efficient way of paying for childcare.
- **Discounted Gym Membership.** Working with Stockport Council, CAS is able to offer discounted gym membership to Life Leisure in Stockport.
- **Credit Union Savings Scheme.** We have worked in Credit Union to allow our employees to save directly from their salaries into the Stockport Credit Union.



Equality and diversity at Citizens Advice

CAS is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the Citizens Advice [Stand up for Equality Strategy](#) to find out more.