



Job Description

Role	Help to Claim Advisor
Reporting to	Client Services Manager / Supervisor
Salary & contract term	£24,000 rising following completion of training and milestones
Location	West Sussex - Crawley, Horsham, or Shoreham (subject to space)
Team overview	Help to Claim – Client Services
Role overview	<p>We are looking for an adviser with excellent communication & IT skills to digitally support clients to successfully navigate and complete their Universal Credit claim.</p> <p>As a Help To Claim adviser, you will be responsible for providing high quality advice to support claims being managed independently up to and beyond the first payment. You will be responsible for calculating the correct entitlement and ensuring other areas of advice are met through signposting to other services.</p> <p>The service is available via Web Chat and telephone with the helpline operating from 8am – 6pm.</p> <p>Opportunity to develop skills and receive training to progress in advisor and management roles.</p> <p>DBS will be required.</p>
Main responsibilities	Key elements/Tasks
Main tasks or accountabilities	<ul style="list-style-type: none">• Contribute to the Help to Claim telephony, webchat and video services in line with rota commitments.• Identify the most appropriate benefit for our client to claim having a full understanding of their current circumstances and eligibility criteria of the welfare benefit system.• Use Citizens Advice resources to find, interpret and communicate the relevant information to clients, keeping accurate records of all actions and advice provided.

	<ul style="list-style-type: none"> • Provide high quality technical and practical advice in line with Citizens Advice quality standards ensuring an assessment of the client's needs has been explored and met. • Ensure the advice is accurate and correct by completing a benefit check, including better off calculations. • Complete a minimum number of 'client contacts' each day in line with contract requirements. • Contribute towards other Key Performance Indicators and service requirements, as appropriate. • Uphold the aims and principles of Citizens Advice including the Equality and Diversity policies. • Carry out the essential role specific training and ongoing training to support Continual Professional Development with an emphasis on Universal Credit and Welfare rules and legislation.
Professional Development	<ul style="list-style-type: none"> • With Support take responsibility to identify and implement plans for own learning and development • Attend relevant internal and external meetings as agreed with the Line Manager • Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate. • Assist colleagues through peer-led support to ensure all the team are high performing and reaching their maximum potential. • Take onboard and respond to feedback from supervisor or line manager.
Research and Campaigns	<ul style="list-style-type: none"> • Complete accurate records of client interactions to support our research and campaigns work through various channels including case studies, data collection and client consent for championing change and improvements to policies and services.
Other Duties & Responsibilities	<ul style="list-style-type: none"> • Adopt and actively demonstrate the core values and behaviors of Citizens Advice in West Sussex (North, South, East)

	<ul style="list-style-type: none">• Abide by health and safety guidelines and share responsibility for own safety and that of colleagues• Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service• Support and actively engage in fundraising activities across Citizens Advice in West Sussex
Administration	<ul style="list-style-type: none">• Use of telephony and IT equipment for multichannel delivery of advice services including interpreting services.• Use of IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure GDPR compliant training is completed on an annual basis• Ensure that all work conforms to Citizens Advice in West Sussex (North, South, East) systems and procedures



Person specification

Knowledge and Experience

- An understanding of the values of equity, diversity and inclusion and how to apply this in advice.
- Experience of successfully working in a target driven environment.

Skills

- Able to use active listening and enquiries to explore circumstances and advice options, whilst maintaining structure and control of the session.
- Excellent IT and digital skills to research, write advice and use digital platforms to deliver phone and webchat advice.
- Able to learn complex rules quickly and explain clearly so it is understood.

Attributes

- An understanding of and commitment to our aims and principles including equity, diversity and inclusion and how this applies to this role.
- Demonstrate emotional intelligence in role with team and callers, demonstrating empathy whilst remaining solution focused.

Desirable

- GCSEs grade C/4 in Maths and English (or equivalent)
- Independent Advice qualification such as Citizens Advice generalist certificate, BTEC in advice and guidance

- Knowledge of the benefits systems including Universal Credit.
- An understanding of the issues clients face through lived experience, work or volunteering.
- Experience of working in a customer service-related role with the public.
- Experience of working in a quality framework and learning environment.