



South Hams

JOB OPPORTUNITY

Trainee Assessor

- Post title:** Gateway Assessor
- Salary:** £22,308 to £26,904 full time equivalent, depending on experience
- Hours:** 15 hours per week between 9am - 5pm, M-F
- Location:** Based at Follaton House, Totnes with remote working possible once training is complete
- Report to:** Advice session supervisor
- Contract:** Fixed term to 31st July 2025
- Benefits:** 4% pension contribution; 25 days annual leave plus bank holidays (pro rata); employee welfare package.

Citizens Advice South Hams are delighted to offer the opportunity to join our brilliant advice team. Ideally suited to someone with customer services experience the post holder will have a passion for alleviating the detrimental effects of the cost-of-living, strong communication skills, good levels of personal organisation and be able to work in a target driven way.

We are offering this role as a development opportunity and full training will be provided, taking the successful candidate from entry point to adept assessor. Upon completion of training, the role involves providing advice over the phone and by email to people contacting the Citizens Advice service for help. The work is varied and interesting and would suit someone who with excellent IT and research skills who is able to interrogate complex information, uncover the root of a problem, and can convey complex information simply and with empathy. The post holder will be motivated by our ethos of empowering clients to resolve the issues they face.

Our values

Care



We care for our clients, colleagues and community. We listen and engage with empathy.

Approachable



We are here for everybody who needs our help, promoting equality, inclusivity and diversity.

Respect



We treat our clients, colleagues and community with respect.

Empowerment



We support and empower our clients and colleagues to resolve the problems they are facing.

Gateway Assessor Job Description

Once training is complete, the purpose of the role is to provide information and advice to vulnerable clients which helps alleviate any immediate issues and takes a holistic look at the client's circumstances, helping resolve their wider issues.

1. Assessor Training

- Complete Citizens Advice Gateway Assessor training and be able to demonstrate a thorough understanding of the organisation's aim and principles.
- Develop a good understanding of the core advice service area and competently conduct gateway interviews with members of the public.
- Have a good understanding of wider advice issues affecting clients, particularly debt, benefits and housing.

2. Gateway assessor

- Provide 1-1 advice to clients over the phone and via email, making good use of Citizens Advice systems and software.
- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s).
- Empower clients to resolve their issues making good use of trusted information sources to find, interpret and communicate the relevant information, so that clients can make informed decisions.
- Provide detailed write ups of each case using CA case management system.
- Escalate cases to a supervisor where appropriate.
- Utilise work queues to ensure client issues are resolved within agreed timeframes.
- Ensure all work conforms to Citizens Advice and project specific requirements.
- Keep accurate records, storing information confidentiality and securely.
- Identify and record outcomes.
- Keep line manager informed of any issues or concerns.
- Ensure that all work conforms to the organisation's Office Manual and the Advice Quality standard and other funding requirements, as appropriate
- Ensure that work reflects and supports the Citizens Advice service's equality, diversity and inclusion strategy

3. Other duties

- Identify and record social policy issues, making good use of Evidence Forms.
- Keep up to date with legislation, policies and procedures relating to all areas of social welfare law
- Aide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
- Play a positive part in ensuring Citizens Advice South Hams is a great place to work and volunteer.

Person Specification

1. Able to demonstrate a passion for and a good understanding of the aims and principles of Citizens Advice.
2. Willing to develop the skills and knowledge to complete the training in a timely manner.
3. Able to demonstrate an interest in helping clients relieve the detrimental effects of the cost of living crisis and a good understanding of the skills involved in interviewing clients.
4. Has an approachable manner and treats colleagues and clients with respect, promoting our equity, diversity and inclusion goals.
5. Takes a systematic, ordered approach to problem solving and can demonstrate a willingness to follow agreed procedures.
6. A strong communicator, able to listen with empathy, negotiate and represent the views of others. Able to share key messages in written and spoken form in an engaging manner.
7. Possesses excellent organisational skills and a tenacity to see matters through to a successful conclusion, recording outcomes as appropriate.
8. Good record keeper with strong numerical skills, can accurately read, interpret and manipulate complex data with confidence.
9. Ability to prioritise own work, meet deadlines and manage project load, working effectively both independently and as part of a team. Able to meet agreed targets.
10. Ability to make good use of IT in the provision of advice and the preparation of reports and submissions.
11. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.

To apply for this role please **download an application form** and send to janiemoor@southhamscab.org.uk by **4pm, Wednesday 10th July 2024**.