



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

Tel: 0114 253 6703

www.citizensadvicesheffield.org.uk

Customer Assessment and Support worker

Sheffield, South Yorkshire £19,000 per annum for full time hours

Citizens Advice Sheffield, one of the country's largest and most dynamic Local Citizens Advice, is launching a new support service for people claiming universal credit. Universal Support is an exciting opportunity to enable us to make a difference and we are delighted to be recruiting a new team to help us deliver it.

Our ideal candidates for the role of assessment and support officers will:

- Be experienced in and have a passion for delivering excellence in customer service including experience both of phone and face to face delivery including being able to support and communicate with people with additional needs;
- Have excellent communication skills including an understanding of how to overcome barriers in communicating with others;
- Have strong IT skills including the ability to support others in online claims;
- Be able to learn and interpret complex information and convey it in an understandable way;
- Have an understanding of the benefits system;
- Demonstrate the flexibility and willingness to travel between, and work from, different locations across Sheffield and be available to work on a rota between 8am-6pm as required

We can offer you a supportive culture within a charity setting committed to social justice. We offer an attractive remuneration package with good terms and conditions of employment including: 35 hour working week; Pension scheme; Health Plan with integrated employee assistance programme.

Please go to our website www.citizensadvicesheffield.org.uk to download an application pack. Please note that, for your application to be considered, you must complete an application form (CVs will not be accepted) and send to applications@citizensadvicesheffield.org.uk (Job reference: CASO 01)

Closing date for completed applications is 10am Monday 14th January 2019



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