



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

Tel: 0114 253 6703

www.citizensadvice.org.uk

Advice Workers – up to 3 FTE

£25,250 per annum

Job reference: AW5 03-19

This is an exciting opportunity to join one of the country's largest and most dynamic Local Citizens Advice delivering advice services to over 20,000 people a year, with 60,000 issues, mainly around benefits and debt. We deliver services by phone, digitally and face to face, from multiple locations, to some of Sheffield's most vulnerable communities.

We are seeking to recruit suitably skilled and experienced advice workers, with proven expertise in welfare benefits and the ability to advise in other areas of law including debt. Although we are looking for a flexible approach and the willingness and skills to work across our service, you will, at least initially, be deployed to support people claiming universal credit and to people moving into work.

Our ideal candidates will have:

- Excellent knowledge of welfare benefits including universal credit
- Ability to take on casework including representation at appeals
- An ability to work in a fast paced environment, delivering services both by phone and in person

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; 25 days annual leave (excluding bank holidays); Pension scheme; Health Plan with integrated employee assistance programme.

For an application pack (no CVs accepted) please go to: www.citizensadvice.org.uk or email: applications@citizensadvice.org.uk quoting the job reference AW5 03-19

The closing date for completed applications is 5pm on Friday 5th April 2019 (**we do not accept CVs**)

Interviews will be held on Monday 15th April 2019



Citizens Advice Sheffield is the operating name of Sheffield Citizens Advice and Law Centre Ltd
Registered Office: The Circle, 33 Rockingham Lane, Sheffield S1 4FW
Company registration: 08616847
Charity registration: 1153277
Authorised and regulated by the Financial Conduct Authority: FRN 617731
Regulated by the Office of the Immigration Services Commissioner: N201300063
VAT number: 169 9524 53 Information Commissioner's Office registration: ZA019728