



Consumer Service Adviser Vacancy

Sheffield, South Yorkshire

- Permanent, full-time opportunity
- £16,667 - £17,340 per annum for full time hours

Citizens Advice Sheffield and Citizens Advice Manchester, two of the country's most progressive and dynamic advice centres have joined together to deliver the Citizens Advice Consumer Service.

We are seeking to appoint advisers (full-time) to deliver consumer advice over the telephone and via email at our professional & friendly contact centre located in the centre of Sheffield. The successful candidate will:

- Be experienced in delivering excellence in customer service preferably in a call centre environment
- Have excellent communication skills over the telephone
- Be comfortable working in a target driven environment with good data entry and IT skills

Applicants must be available to attend an uninterrupted 4 weeks (Monday to Friday) mandatory training course starting on 1st July 2019, including successful completion of a final assessment

We can offer you a supportive culture within a charity setting committed to social justice. We value our people and for the right candidates we can offer opportunities for personal development and career progression within the organisation.

We offer an attractive remuneration package with excellent terms and conditions of employment including:

- A Salary of £16,667 (rising to £17,340 after six months probationary period)
- 35 hour working week (with normal working hours Monday to Friday 9am to 5.00pm)
- Pension scheme with employer's contribution of 4%
- Health Plan with integrated Employee Assistance Programme

Please go to our website www.citizensadvicesheffield.org.uk for the job description and person specification. If you would like to apply, please send a copy of your CV along with a covering letter detailing why you would be suitable for this position:

applications@citizensadvicesheffield.org.uk

Closing Date: 9am Wednesday 12th June 2019. **Interview Date:** Monday 17th June 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

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Charity registration: 1153277

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