



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

Tel: 0114 253 6703

www.citizensadvicesheffield.org.uk

Consumer Service Adviser Vacancy – (Ref: AD CON 09-19)

Sheffield, South Yorkshire

- Permanent, full and part time opportunities
- £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 and part 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 6 week (Monday to Friday) mandatory training course, including successful completion of a final assessment (for which full time hours will be paid)

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 pro rata (rising to £17,340 after six months probationary period)
- 35 hour working week (with normal working hours Monday to Friday 9am to 5.30pm)
- Pension scheme with employer's contribution of 4%
- Health Plan with integrated Employee Assistance Programme

Please go to our website 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: 4pm, Thursday 12 September 2019.

Interview Date: 20 September 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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Regulated by the Office of the Immigration Services Commissioner: N201300063

VAT number: 169 9524 53 Information Commissioner's Office registration: ZA019728