



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

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www.citizensadvicesheffield.org.uk

Consumer Service Adviser Vacancy – (Ref: AD CON 12-21)

Sheffield, South Yorkshire (Home working currently due to Covid-19)

- Permanent, full and part time opportunities
- £17,955 - £18,393 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 **(specifically advice to people about their Energy supply)** over the telephone and via email at our professional & friendly contact centre located in the centre of Sheffield. **Currently due to Covid-19 the job is home based rather than in our city centre contact centre.** 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 week period (Monday to Friday) to complete the 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 £17,955 pro rata (rising to £18,393 after six months probationary period)
- 35 hour working week (with normal working hours Monday to Friday 9am to 5pm)
- Pension scheme with employer's contribution of 4%
- Health Plan with integrated Employee Assistance Programme

Please go to our website

<https://citizensadvicesheffield.org.uk/get-involved/about-us/employment-opportunities/> 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: AD CON 12-21)

Closing date for completed applications is 9am on Monday 31st January 2022

Interviews will take place on Friday 4th February 2022



Citizens Advice Sheffield is the operating name of Sheffield Citizens Advice and Law Centre Ltd
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