



## **Help to Claim Adviser**

### **Job Description and Person Specification**

#### **Purpose of the job**

Citizens Advice Sheffield provides a range of advice and advocacy services through digital means, by telephone and in person. We seek to empower our clients and support them to improve their confidence and capability on a wide range of issues.

We aim for excellence. Our ambition is to be among the best advice services in the country, and one of the leading voluntary and community organisations in Sheffield. We campaign for change to social policy to improve the well-being of the people and communities we support.

The Help to Claim line is open every week day and is the way by which people contact Citizens Advice for help. Your role will be answering incoming calls and digital contacts, providing help and advice and referring to other services. You will be working in a busy, target driven contact centre environment managing a high volume of incoming telephone calls and digital contacts from some of the most vulnerable people in the community. We may also ask you to deliver other services, depending on the business needs of the organisation

#### **Main duties and responsibilities**

Our Help to Claim Advisers are required to:

- Answer a high number of calls and digital contacts to time and volume targets and meet any agreed KPIs
- Assess, diagnose client's issues at the first point of contact
- Explore options and interpreting relevant information to advise clients on next steps
- Provide clients with the information and tools to move people forward
- To follow up with clients to check the progress of their Universal Credit claim
- Create and maintain comprehensive client and service provision records
- Provide services in accordance with all relevant quality standards
- Ensure that service and individual performance standards and targets are met

- Communicate and Interact professionally and sensitively with all levels of staff and the public
- Identify and report evidence to support social policy campaigns.
- Any other duties deemed necessary for the delivery of the service.
- Follow agreed processes and protocols to ensure the delivery of a high quality service
- Depending on the service you are deployed to you may be required to undertake in person contacts with clients at different locations across the city as required by the needs of the business

## **Professional learning and development**

Help to Claim Advisers are required to complete the Citizens Advice Adviser Learning programme and other mandatory training and to demonstrate satisfactory achievement of adviser competencies within six months of starting the role.

All staff are required to undertake learning and development including keeping up to date with rules and legislation, policies and procedures and attending internal and external training as required.

## **Person specification**

### **Essential:**

#### **Knowledge and experience in**

- The delivery of excellence in customer service across digital and telephone channels including requirement for accurate record keeping
- Experience of working with others to deliver a service

#### **Skills and abilities**

- The ability to understand and assimilate complex information and apply it to a client's circumstances
- Excellent communication skills
- Strong IT skills and have the ability to quickly and accurately record information including the ability to talk and type
- Ability to undertake self-directed independent learning
- Ability to work from home in a suitable and confidential workspace if required

#### **Aptitude**

Commitment to:

- Working flexibly and to adapting to changing needs and priorities
- Team working and partnership working

- Reliability and excellent time keeping
- The delivery of service and individual performance standards
- Valuing diversity and understanding the barriers people face
- Flexibility and willingness to be available to work on a rota between 8am and 6pm Monday to Friday.
- The goals and values of Citizens Advice Sheffield

### **Qualifications and training**

- No specific prior qualifications for the role as full training will be provided but evidence of recent learning and a commitment to further learning is essential