



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

Tel: 0114 253 6703

www.citizensadvicesheffield.org.uk

Adviceline Adviser (AL 04-24)

Sheffield, South Yorkshire

Starting salary £22,451.00 per annum rising to £23,512.00 per annum plus 4% employer's pension contribution

Full and part time opportunities available

Citizens Advice Sheffield is looking for Adviceline advisers at our busy and friendly contact centre located in the centre of Sheffield, with the opportunity to also work remotely under our hybrid working policy.

Our ideal candidate for this role will:

- Be experienced in and have a passion for delivering excellence in customer service through both phone and digital channels, including being able to communicate clearly with a wide range of people.
- Have good communication skills including how to overcome barriers in communicating with others and how to convey complex information in a clear and straightforward manner
- Have the ability to understand and assimilate complex information
- Have strong IT skills with the ability to record information on a bespoke database accurately and quickly
- Demonstrate the flexibility and willingness to be available to work on a rota between 9am and 5pm Monday to Friday, but extending to 8am-6pm if required

All successful applicants must be available to undertake a full time learning programme for a minimum of two weeks. For part-time applicants, full time pay will be available for this period. The post is subject to a six month probationary period during which time the post holder must work from our city centre office and demonstrate satisfactory achievement of adviser competencies.

We can offer you a supportive culture within a charity setting committed to social justice. We offer an attractive remuneration package including: 35 hour working week; 4% employer pension scheme; Health Plan with integrated employee assistance programme, hybrid working, flexible working, enhanced Maternity and Paternity policy & Cycle to work scheme. This role is subject to a basic DBS check.

Please download an application pack from the following link:

<https://citizensadvicesheffield.org.uk/get-involved/about-us/employment-opportunities/>

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

Closing date for completed Applications is 9am on Friday 19th April 2024

Interviews will be held on Thursday 25th April



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