

PERSON SPECIFICATION

The successful candidate will demonstrate the following:

1. Work experience

1.1 To be considered for this role, you must hold a Certificate in Generalist Advice Work or demonstrate equivalent experience gained through an independent advice centre, law centre, or specialist advice setting.

You must have substantial, recent experience (full-time or part-time equivalent) in advising clients, managing casework, and delivering high-quality legal, financial, or employment support. This includes the ability to provide reliable, well-researched, and accurate advice across multiple areas, ensuring clients receive effective solutions and advocacy tailored to their needs.

2. Skills/abilities/knowledge

2.1 Thorough knowledge and experience of the welfare benefits system, including Universal Credit, Jobseeker's Allowance, in-work benefits, and Disability Employment Support. Ability to carry out accurate benefit checks and guide clients through online applications.

2.2 Experience and knowledge of debt, housing and employment advice is essential to be able to undertake casework in these areas.

2.3 Sufficient knowledge of multiple enquiry areas to function as a generalist adviser, capable of identifying emergencies, deadlines and making appropriate referrals.

2.4 Excellent verbal communication skills with the general public, including those with limited English, and with stakeholders and third parties plus the ability to write clear and concise case records, letters and reports in English.

2.5 Ability to research, interpret and communicate complicated information to clients, including negotiations with other agencies and third parties.

2.6 Ability to use telephone and IT systems to deliver advice across multiple channels, for example web chat and telephone.

2.7 Ability to use IT systems and packages, and resources in the provision of advice, record keeping and document production.

2.8 An up to date understanding of equality and diversity and its application to the provision of advice and commitment to the principles of the Citizens Advice service.

2.9 Work effectively and flexibly as a member of a team. This must include recognising own limitations and boundaries and when to ask for support.

- 2.10 Plan and manage your own workload, set priorities and monitor performance so that standards for advice provision and quality are consistently maintained.
- 2.11 Ability to give and receive feedback objectively and sensitively, and a willingness to challenge constructively, and to develop knowledge and skills in advice topics.
- 2.12 Demonstrate an understanding of issues concerning the local community and how CAH can use its client enquiry information to influence social policy.

3. Policies of the CA Service

- 3.1 Demonstrate an understanding of and support for the aims, principles and equal opportunities policies of Citizens Advice and the CAH service