

# Consumer Adviser Job Description

## What you can expect

Based in our Barry office, you will be part of a diverse team of Consumer Advisers with a range of experience who are trusted to deliver essential advice to members of the public on their consumer rights and energy supply issues.

## Responsibilities

All the responsibilities that we'll trust you with



### Providing advice

**The work you do can have a huge impact on people's lives, and you will contribute to CACV's success**

- ✓ You will use active listening and targeted questioning techniques to explore clients' enquiries, identify key issues, and assess their advice needs and priorities
- ✓ You will research clients' enquiries and advise them on their consumer rights, identify potential scams and make referrals to Trading Standards
- ✓ You will provide impartial, timely and accurate advice, clearly explaining to clients their rights and responsibilities, identifying urgent issues or deadlines, and helping them make informed decisions
- ✓ You will manage challenging or sensitive interactions, including speaking to clients who may be in crisis, emotionally distressed, or dealing with complex, multi-faceted issues
- ✓ You will meet quality assurance standards and performance targets, ensuring your advice is accurate, complete, and in line with organisational expectations

- ✓ You will uphold strict client confidentiality at all times, following confidentiality and data protection policies to safeguard client information



### **Learning & development**

**We are committed to helping you perform to the best of your ability**

- ✓ We will support your development by providing appropriate training and coaching
- ✓ You will be proactive in your learning and identify your professional development needs



### **Being an employee of CACV**

**We value all our employees, and we set high standards**

- ✓ You will contribute to the wellbeing of your colleagues by being respectful, professional and considerate at all times
- ✓ You will demonstrate a commitment to our aims and principles, acting in ways that uphold our values and following policies and procedures that protect the organisation's integrity, reputation and independence
- ✓ You will maintain high professional standards at all times, including punctuality, reliability and accountability



### **Other responsibilities**

**Other important requirements of the role**

- ✓ You will undertake any other duties as may reasonably be requested by your line manager or the organisation, in line with the scope and objectives of this role
- ✓ You will promote the aims, values and policies of Citizens Advice Cardiff and Vale, including membership requirements and the organisation's strong commitment to equality, diversity, and inclusion
- ✓ You will adhere to all health and safety guidelines, taking shared responsibility for maintaining a safe working environment for yourself, your colleagues, and clients

This job description is intended as a guide only. It is not exhaustive and does not constitute a term and condition of employment.