

Generalist Adviser Job Description

What you can expect

Based in our Barry office, you will be part of a diverse team of generalist advisers with a range of experience who are trusted to deliver essential, impartial advice to clients on a wide range of subjects including welfare benefits, debt, employment, consumer rights, family, housing and more.

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 our success

- ✓ You will conduct effective client interviews using active listening and targeted questioning techniques to explore their individual circumstances, identify key issues, and assess their advice needs and priorities
- ✓ You will research and identify appropriate solutions to clients' enquiries using Citizens Advice AdviserNet tool and other approved resources, ensuring that your advice is tailored to the needs of the client
- ✓ 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.