

Position	Macmillan First Contact Adviser
Salary	Full time £26,755 - Actual £10,702
Hours/Days	15 hours as part of rota
Location	Hybrid or Office based in Central Weston-super-Mare

Thank you for your interest in working at Citizens Advice North Somerset. This document should give you everything you need to know about the above role and how to apply including a link to the application form.



About Citizens Advice North Somerset (CANS)

We provide a range of advice services in person, by telephone and by digital means. We seek to empower our clients and support them to improve their confidence to resolve a wide range of issues. If you have a passion for working in the heart of your local community and are driven by making a difference, we would love to hear from you.

CANS is proud to be an inclusive and supportive organisation.

Benefits of Working at CANS:

- 28 Days Leave (Pro Rata for Part Time Working)
- Holiday purchase scheme available
- Access to Employee Assistance Scheme
- Working with a friendly and supportive team
- Opportunities to train and develop



The Team You Will Work With

As a Macmillan First Contact Adviser, you will be working in the Macmillan Team but reporting to the Welfare Benefits Team Leader.

You will also be working with the:

- Admin/Reception Staff
- Generalist Advice Team



Purpose of the role

To provide an efficient and effective service to cancer patients in active treatment and their families as part of a regional project.



Main duties and responsibilities

- Receive referrals from both existing referral routes and the single region wide phone number and webform route
- Set up clients on Casebook with all profile information and consents
- Make appointments as part of the regional/subregional process that will be developed
- Provide First contact advice which may include:
 - Benefit checks
 - SR1 claims for PIP/AA
 - WCA50 forms
 - PC claims
 - CTS/HB claims
 - Grant applications
 - Foodbank referrals
 - Blue Badge applications
 - Referrals/Signposting to other services
 - Confirmation of Advice letters
 - Outcome recording
 - All other tasks as deemed appropriate by the Lead Organisation

- Ensure that all advice conforms to both the LCA and the Lead Organisation's systems and procedures.
- Maintain electronic case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to the services systems and procedures.
- Keep up to date with legislation, case law, policies and procedures relating to your role
- To discuss regularly with your line manager your job performance and personal career development
- To be appraised regularly and to engage fully in this process to further personal development and maximise your contribution to CANS.
- Assist with Research & Campaigns work by providing information about clients' circumstances through the appropriate channel.
- Provide statistical information on the number of clients and nature of cases
- Participate in Welfare Benefits related campaigns where appropriate. t with service initiatives for the improvement of services.
- Commitment to working as part of a team, creating a positive working environment for all in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Develop and maintain effective administrative systems and records relevant to the role.
- Attend regular internal and external meetings relevant to the role.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
- Maintain complaints procedures in accordance with Citizens Advice and FCA guidelines.



Other duties and responsibilities

- Commitment to working as part of a team, creating a positive working environment for all in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Keep up to date with Citizens Advice aims, principles and procedures and ensure these are followed.

- Develop and maintain effective administrative systems and records relevant to the role.
- Attend regular internal and external meetings relevant to the role.
- Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
- Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.
- Maintain complaints procedures in accordance with Citizens Advice and FCA guidelines.
- Complete required training to comply with requirements of the role and quality assurance processes.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Comply with all Citizens Advice information assurance guidelines.
- Carry out any other tasks that may be within the scope of the role to ensure the effective delivery of services at CANS



Person Specification

Essential criteria:

1	At least two years recent experience of delivering Welfare Benefits advice
2	Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
3	Ability to use telephony and IT systems to deliver services across multiple channels i.e. webchat and telephone
4	Good IT knowledge with an ability to support clients with their online claim application and to use IT systems and packages, and resources in the provision of advice, record keeping and document production.
5	Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
6	Knowledge of Macmillan Cancer Support's services and policies, and others which are relevant to people affected by cancer
7	Proven understanding of equality and diversity and its application to the provision of advice.
8	Awareness of the emotional resilience needed when working with very ill clients

	and/or distressed relatives
9	Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme
10	Understanding of and commitment to the aims and principles of Citizens Advice service and its equal opportunities policies.



How to Apply for This Role

Applications *must* be made via this online form. **If you experience any technical difficulties or wish to request a different format, then please contact hr@nscab.org.uk.**

Application Form:
[Work With Us – CANS Job Application Form](#)

Equity, Diversity Monitoring Form:

We are committed to ensuring our recruitment processes are fair and inclusive. To support this, we ask all applicants to complete a short Diversity Monitoring form. The information you provide is confidential, held separately from your application, and is not used in the selection process. Although completion is voluntary, we would strongly encourage you to complete the form. This information is vital in helping us understand who we are reaching and where we need to improve.

[Citizens Advice North Somerset - Diversity Monitoring Information Form](#)



Top Tips to Get Your Application Shortlisted

Take time to carefully read both the job description and the person specification, as they explain what the role involves and what's expected. The person specification shows the key qualities we're looking for and how we'll assess whether you meet them. Think about how your skills, knowledge, and experience match these requirements, and prepare examples that clearly show how you meet each one.

3 top tips for a strong application:

1. Use examples and follow the STAR method

Explain your experience using Situation, Task, Action, and Result.

Situation – Outline the issue.

Task – Describe the objective.

Action – Explain what you did.

Result – Describe the outcome and impact.

Example (for Money Advice Adviser Role)

S – Situation

While working at a local Food Bank , I met a client who was struggling with debt and felt overwhelmed by letters from creditors.

T – Task

My role was to support them in understanding their situation and help them find a way forward.

A – Action

I listened carefully without judgement, gathered key details about their finances, and explained their options in simple terms and checked there were no debt emergencies. I also helped them draft a basic budget plan and made them an appointment for more detailed advice.

R – Result

The client felt more confident and less anxious. They followed up with the debt

appointment and were able to take control of their finances. We were able to assist with challenging some debts and increase their income after a full benefit check.

Tell us about what you may have learned from the experience too.

2. Be yourself

Let your personality come through and show how your values align with ours.

3. Focus on the application form

Please don't send a CV—everything we need should be included in your application form.

Using AI Tools in Your Application:

Using AI tools in your application

We understand that some applicants may choose to use AI tools (such as ChatGPT) to support their writing. While this is fine for ideas or structuring your thoughts, your application must reflect your own experiences, skills, and voice.

Applications that appear overly generic, inconsistent, or not written in your own words may not accurately demonstrate your suitability for the role.



If you would like an informal chat about this role then please contact:

Sara Leeroth- Advice Services Manager- 01934 836 210

sara.leeroth@nscab.org.uk .



Good luck with your application and thank you for your interest in applying to work with us.