Position	Help to Claim Adviser
Salary	**0.3 FTE - £8,562 actual pa**
Hours/Days	12 Hours
Location	Remote

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 **Help to Claim Adviser**, you will be working in the **Help to Claim** Team and reporting to the Help to Claim Team Leader.

You will also be working with the:

- Welfare Benefits Team
- Paid and Volunteer Generalist Advisers



Purpose of the role

- To deliver multi-channel advice including telephone and webchat as part of the Help to Claim team, working with both paid and volunteer advisers.
- To provide Universal Credit specialist support to non-welfare benefits advisers working at CANS.
- Deliver advice under our Help to Claim service which provides support to people with queries relating to Universal Credit up to first payment via telephone & webchat between 8am & 6pm Monday to Friday.



Main duties and responsibilities

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.

- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Provide peer support to volunteer advisers during advice sessions either on the phone or face to face.
- Keep technical knowledge up to date
- Ensure all relevant policies and procedures are followed



Other duties and responsibilities

- Attend regular staff meetings and other organisational meetings as required.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Help to create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff can do their best.
- Demonstrate commitment to the aims and policies of the Citizens Advice service
- 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
- Complete required training to comply with requirement of the role and quality assurance processes.
- In conjunction with your line manager identify own training needs.
- Keep up to date with research and campaign issues and ensure research and campaigns is promoted and integrated in a way relevant to the role.
- Alert clients to research and campaign options.
- Participate in generalist advice related campaigns where appropriate.



Person Specification

Essential criteria:

1	At least two years recent and ongoing experience of specialist Universal Credit 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	Ability to act as a specialist on matters relating to Universal Credit to staff at CANS
7	Proven understanding of equality and diversity and its application to the provision of advice.
8	Understanding of the issues affecting society and their implications for clients and service provision and a commitment to the organisations research & campaigns programme
9	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

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.