



Benefits Adviser - Part Time Job Pack

Thanks for your interest in working at Citizens Advice Oxford. This job pack alongside our [Guidance Notes for Applicants](#) should give you everything you need to know to apply for this role and what it means to work at Citizens Advice Oxford.

Want to chat about this role?

If you want to talk about the role further before applying, you can contact recruitment@citizensadviceoxford.org.uk or call 01865 304111 and we will be happy to give you any other information you need.

To apply you will need to submit an application by 2nd December 2024 at 9am

We may close applications early if a suitable candidate is found, so please apply promptly.

We welcome applications from all sectors of our community in keeping with our commitment to equality and diversity.

In this pack you'll find:

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Key facts

- **Terms:** Permanent contract
- **Hours:** 14 - 21 hours per week (37 hrs = FTE)
- **Salary:** £25,500 - £26,500 FTE per annum
- **Holiday:** 28 days per annum pro-rata and bank holidays pro-rata
- **Pension:** 5% employer pension contribution.
- **Location:** Our offices at Wesley Memorial Hall in central Oxford, outreach locations and remote
- **Responsible to:** Projects & New Projects Manager
- **Closing date for applications:** 2nd December 2024 at 9am. We may close applications early if a suitable candidate is found, so please apply promptly.



Role profile

This role is designed to meet the benefits advice needs of Oxford residents. The post holder will provide benefits advice including benefit checks, benefits applications, mandatory reconsiderations and appeals. Advice will be given by telephone/email, by appointment in person at our office, and to drop in clients at outreaches. A fully **remote** position may be considered for the right candidate.

Role purpose: to provide an effective and efficient benefits advice service to local residents within the aims, policies and principles of the CA service.

Duties and Responsibilities

Information and advice giving

- 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.
- Use the Citizens Advice Information System to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Act for the client where necessary by negotiating, drafting or writing letters and telephoning.

- Liaise and negotiate with other statutory and voluntary organisations to progress the client's case and ensure they receive all assistance available.
- Signpost and refer internally and externally as appropriate in order to link clients into additional relevant support .
- Ensure that all work conforms to the office systems and procedures .
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and Campaigns

- Submitting regular evidence forms and taking action when required.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Assist with Service initiatives for the improvement of services.

Administration

- Use IT for statistical recording, record keeping and document production.
- Ensure that all work conforms to office systems and procedures.
- Provide statistical information on the number of clients and nature of cases as requested.
- Keep up to date with policies and procedures relevant to work and undertake appropriate training.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAO service.
- Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.



Person specification

1. Experience of advice work in welfare benefits is required and ideally experience of other areas including, housing, employment, consumer and immigration.
2. Ability to work sensitively with a diverse range of clients.

3. An understanding of the issues involved in interviewing clients, particularly those who may be experiencing stress and anxiety.
4. An ordered approach to your work and an ability to follow set procedures concerning casework and file management etc.
5. Ability to use IT in the provision of advice and the preparation of reports and submissions.
6. Good oral communication skills with particular emphasis on negotiation and representation skills on the telephone.
7. Ability to communicate effectively in writing with particular emphasis on negotiation and representation skills and on preparing grant applications, reviews, reports and correspondence.
8. Numeracy skills required to understand statistics and check calculations.
9. Ability to monitor and maintain own work to comply with set standards
10. An understanding of and commitment to the Aims and Principles of the Citizens Advice service including the services Equal Opportunities policies.
11. Ability to work independently without close supervision, to prioritise own work, meet deadlines whilst contributing to the wider Citizens Advice team.

In accordance with Citizens Advice national policy we may require the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



What we give our staff

We provide an Employee Assistance Programme for all staff including a confidential helpline, counselling and other benefits.

We prioritise learning and development to both fulfil individual potential and to meet our strategic plan objectives. We also foster a supportive team approach

reflected in our behaviours to each other including well-being and dignity at work.

Our Trustee board ensures that our workplace is a healthy and safe one and reviews policies to ensure they are fit for purpose and available to all.

We conduct an annual people survey which gives us feedback about how we can improve our support to those who work and volunteer for us and we hold regular team meetings to improve communication and teamwork.



Citizens Advice values

We're inventive. We're not afraid of trying new things and we learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



3 things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 250 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



Overview of Citizens Advice Oxford

We are a member of the Citizens Advice national service - a national charity - and a network of around 300 local Citizens Advice members.

Our Trustee Board works with the Chief Officer to develop our strategy and ensure the organisation operates with good governance and in keeping with its core purpose.

We provide free, independent impartial and confidential advice service to around 5,000 people each year, helping our clients find a way forward with a range of problems including accessing welfare benefits, managing debt, resolving employment, consumer, family relationship and housing issues.

Our core advice services are provided mainly by a team of 60 volunteers and a smaller team of paid staff. We also offer specialist services for debt, advice to those suffering with cancer, supporting vulnerable people and applying for universal credit. Our advice facing roles operate across different channels such as face to face appointments, webchat, email and telephone to make our service as accessible as possible to clients with differing needs.

