

Job vacancy

Job title: Help to claim adviser

Location: Richmond (SW London)

Salary: £22,890 - 28,612 pa, pro rata (depending on experience), plus 5% employer pension contribution

Hours: 28 per week

Contract: temporary until 31 March 2020, with possibility of being made permanent

About us

Citizens Advice Richmond is an independent local charity providing information and advice to anyone who lives, works or studies in Richmond borough. Our service is free, confidential and impartial. We empower people to resolve their problems and change their lives for the better.

About the job

Citizens Advice Richmond is contracted to deliver the local 'Help to claim' service to assist people to make and complete their new Universal Credit claim. The service will include helping clients face-to-face, by telephone and webchat. It is part of a national programme funded by the DWP starting in April 2019.

About you

We are looking for someone with good IT skills clients, as well as a commitment to the aims and principles of the Citizens Advice service. You'll have the ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.

How to apply

A job description and person specification for this post, together with an application form and guidance notes can be found on our website at www.citizensadvice-richmond.org/recruitment. The website also gives full details of our services.

The deadline for receipt of applications is 12 noon on Friday 26 July 2019. Applications should be emailed to sara.steinke@citizensadvice-richmond.org or posted to Recruitment, Citizens Advice Richmond, 94-102 High Street, Hampton Hill, Hampton TW12 1NY.

Interviews will be held on Wednesday 31 July 2019.

Citizens Advice Richmond is the operating name of Richmond Citizens Advice Bureaux Service. Charity registration number: 1085878; a company limited by guarantee, registered in England and Wales, registered number: 04140012. Registered office: 94-102 High Street, Hampton Hill, Hampton TW12 1NY.