



Client Services Officer

Job Pack

Thank you for your interest in working at Citizens Advice Bury & Bolton. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity.

As a member of the Citizens Advice service, Citizens Advice Bury & Bolton (CABB) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our borough in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

Our values

We're inventive - We're not afraid of trying new things and 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 us

We're local

We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. Last year, we supported 18,000 clients with 47,000 issues, including Welfare Benefits, Money Advice, Housing and Immigration.

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.

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.

How the Citizens Advice network works

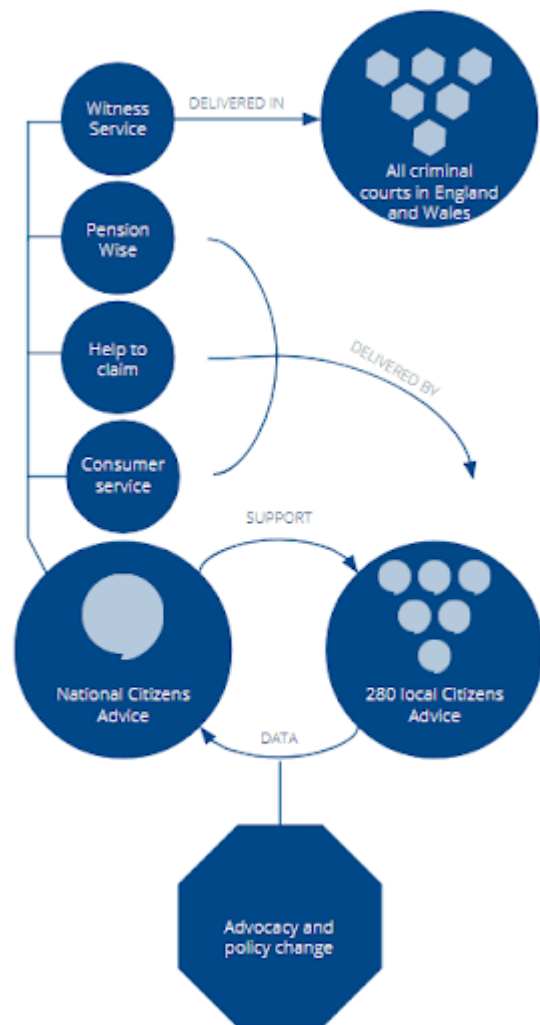
Citizens Advice Bury & Bolton is a member of the Citizens Advice service nationally with circa 265 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 1000 national staff working in one of 4 offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 2500 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 7,700 local staff and over 21,300 trained volunteers.

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



Citizens Advice Bury & Bolton and our team

The role you're applying for is: **Client Services Officer**.

You can find out more about us via:

- Take a look at the [Citizens Advice Bury & Bolton](#) website
- Take a look at the [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

The application process

Stage 1

You are required to submit your CV **and** a cover letter; this will be screened against the role description and person specification.

Your CV & covering letter should be sent to jobs@cabb.org.uk.

Please ensure your CV includes the following information:

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.
- At least one example of your previous experience (paid work or volunteering) for each person specification.

Should this information not be included, your application for the role will not be taken forward.

Unfortunately, we are unable to provide feedback on applications which are unsuccessful at stage 1.

Stage 2

Pending meeting the required standard at stage 1, you will be invited to a face-to-face panel interview.

Closing date	No closing date, will remain open until ideal candidate is found.
Interview date	TBC

To arrange an informal discussion about the role, please contact jobs@cabb.org.uk.

We wish you every success in your application.

Thank you for taking the time to consider joining us.

The Role

Role	Client Services Officer
Location	This is an in-office based role working across Bury & Bolton
Salary	£21,900
Hours	35 hours per week (full-time, working Monday – Friday)

Citizens Advice Bury & Bolton (CABB) is a leading provider of legal advice and information, supporting thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice.

This is a central role within CABB – keeping the cogs of our busy advice service running smoothly. As a Client Services Officer, you will be friendly and welcoming. You will be the first point of contact for clients, and external stakeholders accessing the service via any channel (face to face, telephone and digital). This can be a challenging but rewarding role with plenty of contact with our clients, volunteers and paid staff.

Our Client Services Officer team play a crucial role in the day to day running of our service. You will provide cover for our busy reception area, support clients who attend our drop-in sessions, process referrals which are received into the service.

The post holder will be able to manage a demanding and varied workload, demonstrate confidence, flexibility and an overall can-do approach to tasks.

At CABB, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racially minoritised communities.

Role Profile

Key accountabilities	Key elements & tasks
Service Delivery	Provide a professional and welcoming reception-based service across all entry channels into CABB, taking appropriate messages and processing clients as required
	Clearly explain our service delivery processes, support the timely flow of clients to advisers and manage waiting time expectations
	Ensure 'capture sheets' are given to all clients attending drop-in, providing support to ensure accurate completion as required
	Provide accurate and timely data into databases and case management systems
	Provide clients with information and self-help packs, as appropriate
	Assist with the appearance and upkeep of services by keeping reception/ waiting areas tidy, leaflets & information well-stocked and equipment operational (reporting any issues promptly)
	Maintain confidentiality at all times, in line with statutory requirements and office policies
	To develop and maintain broad oversight and practical knowledge base of services provided by CABB
Administrative Support	Undertake administrative tasks and functions, as required, to ensure the smooth running of our services
	Take responsibility for ensuring data is input correctly
	Ensure all referrals received into the service via any channel are responded to and processed accurately in a timely manner

Teamwork	Develop, and maintain, good team working relationships and communication between colleagues of all levels (paid and unpaid), both internally and externally
	Work flexibly across the service, ensuring the evolving needs of the service are met
Service Development	To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary
	Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
	Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role
Training	Proactively identify your own training needs in conjunction with your designated supervisor and be prepared to undertake required/ mandatory training
Other duties and responsibilities	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
	Be an active member of the wider team, acting and support colleagues in a collaborative way
	To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of Citizens Advice
	To comply with all published organisational policies and procedures
	Work flexibly to undertake such other reasonable duties and responsibilities
	Provide overall administrative support on various projects, responding to change and developments as required

Assist with ensuring there are appropriate resources available to ensure advice delivery systems and mechanisms are effective

Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.

The Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.

Person Specification

(all criteria are essential unless otherwise indicated)

Experience (through paid or voluntary work)

Experience of working within an advice and information organisation within the third/ charity sector (desirable)

Experience in providing administrative support in a busy office environment (desirable)

Experience of flexible working according to business demand

Proven experience of using Microsoft Office, and/ or web-based databases/ platforms (desirable)

Experience of communicating effectively, both orally and in writing, with a wide range of people

Knowledge

A comprehensive understanding of office and administration procedures

A thorough understanding of professional boundaries and the issues surrounding confidentiality, data protection and information assurance

Qualifications and Training

GCSE (or equivalent) to an appropriate standard

NVQ Level 2/3 Business Administration or equivalent (desirable)

Skills and Abilities

Excellent time management skills

Strong attention to detail and a high level of accuracy

Ability to demonstrate professionalism in person and on the telephone at all times

Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met

Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods

The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners

Excellent verbal, written & numerical skills

Additional Factors

Ability and willingness to work as part of a team and a commitment to collective team responsibility

Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout

Ability to use cloud based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic diary/diaries), and the ability to use or learn to use other packages as necessary

Awareness that Citizens Advice clients are at the heart of everything we do

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- [Citizens Advice Bury & Bolton employee benefits package](#)

Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.

Additional information

Please see the [CABB website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

We wish you every success in your application and thank you for taking the time to consider joining us.