



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.

The Role

Job title	Social Welfare Law Adviser (Welfare Benefits) Trainee considered	
Reporting to	Welfare Benefits Services Manager	
Salary	£23,022 (trainee)	£24,750 (experienced)
Contract	Fixed Term Contract (December 2025)	
Hours	Full-time 35 hours per week (Mon-Fri)	
Location	This is initially an in-office role, but following completion of training will become a hybrid role (up to 50% home working)	

Application Process

Submit a copy of your CV and cover letter by **31st March 2025** using this [link](#)
Your cover letter should be no more than 1 page and should answer the following questions;

- 1) Why do you want to work at Citizens Advice Bury & Bolton
- 2) How will your skills, knowledge and experience meet the person specification and key responsibilities of the role

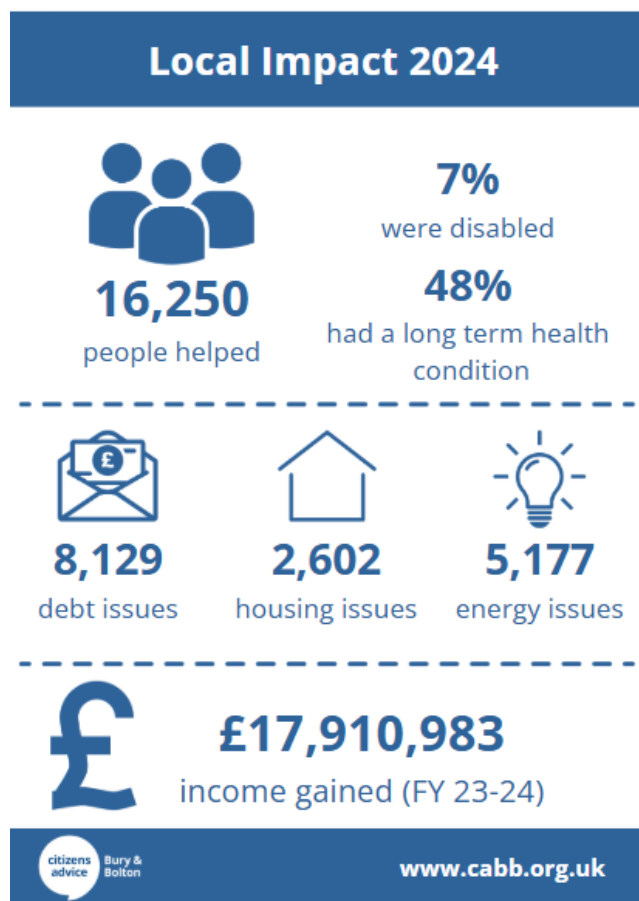
Interviews (1 stage only) will be held w/c 14th April 2025

*Please note any applications submitted without CV & Cover Letter will not be considered.
We do not provide feedback at application stage.*

Citizens Advice Bury & Bolton (CABB) – About Us

We are a dedicated local charity committed to offering free, confidential, and impartial advice, information, and support to individuals across Bury & Bolton (with some out of area services). Whether individuals are facing a single issue or a complex set of problems we provide personalised one-to-one advice.

Here are our latest headline stats and client comments:



We are proudly accredited by;



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 across Bury & Bolton 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.

You can find out more about us via:

[Our website](#)

[Citizens Advice Campaigning Site](#)

[National Citizens Advice Website](#)

Role Purpose

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. Our services are delivered between 8am – 6pm. Postholders will be expected to actively contribute to service delivery rotas between these times.

Our Welfare Benefits team provide a professional welfare benefits advice service, which enables clients to understand their entitlement to welfare benefits, eligibility criteria and provide assistance with applications.

The post holder will work as part of a well-established team, providing a reliable and effective welfare benefits advice service, across all advice channels and access points, utilised by Citizens Advice Bury & Bolton.

As a Welfare Benefits Adviser/ Trainee, you will have/ develop a detailed understanding of the welfare benefits system. Working as part of our welfare benefits team, you will provide client support over the phone, via webchat, email and face to face.

To be successful in this role you will be able to work with a high level of accuracy and attention to detail, exhibit excellent listening and questioning skills and to present and conduct yourself in a professional and courteous manner with all clients seeking support.

You will liaise with contacts within the DWP to find resolutions for escalated issues and you will understand the importance of security and data protection to ensure all data is protected in line with GDPR legislation. You will have a good standard of numeracy to perform benefit check calculations to aid the advice process and be proficient in the use of computer packages with a working knowledge of Microsoft Office. You will have an open and friendly demeanour and be able to work as part of a diverse team.

Role Profile

Key accountabilities	Key elements & tasks
Supporting Clients	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
	Offer comprehensive benefits checks, exploring the range of available state entitlements
	Identification of emergency advice issues, and advice on how to move forward with those issues
	Identification and assessment of eligibility for grants and other one-off support, signposting/ referring as appropriate
	Determination of whether a food bank referral is required
	Research and explore options and implications so that clients can make informed decisions
	Act for the client where necessary using appropriate communication skills and channels
	Ensure that all work meets quality standards and the requirements of the funder
	Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
	Support our research and campaigns work through various channels including case studies, data collection and client consent
Working as part of a team	Take part in peer-to-peer file reviews and quality of advice assessments
	Be an active member of the wider team, acting and supporting colleagues in a collaborative way
	Support and actively contribute to service delivery rotas

	Promote best practice across the team
Performance, Personal Management and Administration	Take ownership for monitoring own workload e.g. proactively reviewing when new cases are taken on, progress on current cases, outcome of completed cases and quality control, with minimal supervision
	Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; targets and outcomes; and reporting progress
	Undertake file reviews and quality of advice assessments, in line with organisation/ contractual requirements and expectations as required (adviser level only)
	Comply with operational management systems of supervision, objectives, appraisal and induction
	Comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information
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	To ensure through reading, training and consultancy, that your own level of knowledge around money advice law is up-to-date and that this is disseminated as appropriate
	To identify your own training needs in conjunction with the designated lead/ supervisor and be prepared to

	undertake appropriate training in line with your training and progression plan
	Deliver training (internally and/ or externally), either through formal training sessions, or 'on the job' coaching to colleagues (adviser level only).
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
<p>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.</p> <p>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.</p>	

Person Specification

(all criteria are desirable unless indicated as essential)

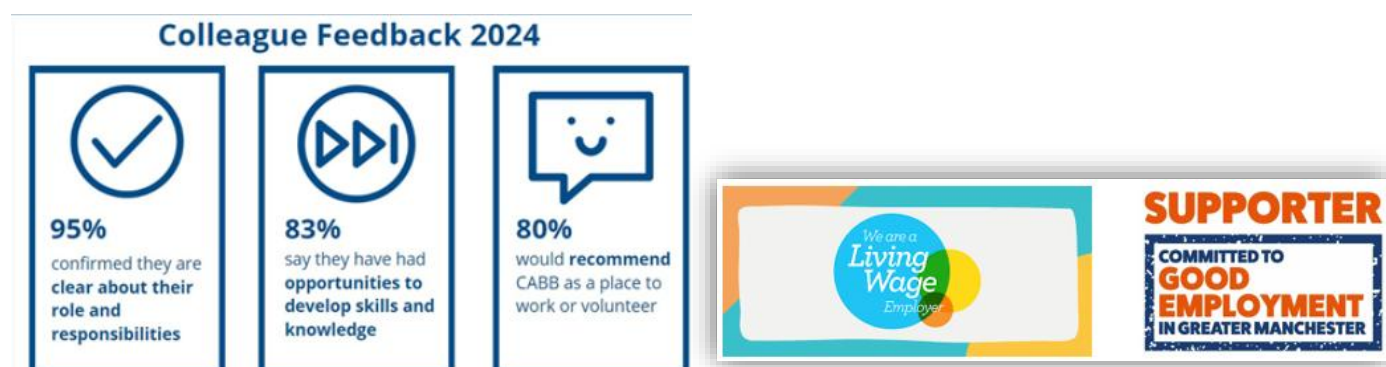
Experience (through paid or voluntary work)
Experience of communicating effectively, both orally and in writing, with a wide range of people in a sensitive and empathetic manner - essential
Experience of delivering welfare benefit advice in a social welfare context
Experience of working within an advice and information organisation within the third/ charity sector
Experience of engaging with clients across a range of channels, including webchat and telephone – sensitive and empower clients
Experience of flexible working, according to business need, while balancing multiple priorities and managing a high workload
Experience of accurately drafting letters, reports and complex applications and presenting work in a clear layout
Knowledge and Understanding
Demonstrable understanding and awareness of the relationship between welfare benefits and other areas of Social Welfare Law (desirable)
Demonstrable understanding of Universal Credit
Literate and numerate to the level required by the tasks - essential
A thorough understanding of professional boundaries and the issues surrounding confidentiality, data protection and information assurance - essential
Proven ability to use IT and CRM systems, 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 - essential
Qualifications and Training
A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas
Skills and Abilities
Ability to interpret regulations and explain them to clients and colleagues and to produce clear advice and empowerment
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met
Ability to contribute as a member of the team but also work on own initiative and without close supervision

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
Willingness and ability to commit to a rota within the required service delivery hours
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
Commitment to continual professional development, including a willingness to develop knowledge and skills in advice topics
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. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to several benefits. [Citizens Advice Bury & Bolton employee benefits package.](#)

We are proud to be a **Real Living Wage Employer** and a **Supporter of the Greater Manchester Good Employment Charter** – a voluntary membership and assessment scheme which has been created to improve employment standards across all Greater Manchester employers, regardless of size, sector or geography. We are working towards becoming full members.



Equality and diversity at Citizens Advice

Equity, Diversity and Inclusion (EDI) is of strategic importance within the organisation and recognised as integral to all we do as a service.

Central to pursuing our EDI mission is building diverse and inclusive teams in which everyone has a sense of belonging. We believe inclusion is a social justice issue - a principle that underpins our EDI work. To that end, we particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people. We follow the social model of disability.

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.

Additional information

Please be aware that Citizens Advice Bury & Bolton is not a sponsoring organisation. Therefore, the successful applicant must already possess the right to work in the UK or be able to secure the right to work in the UK independently. Verification of your right to work will be undertaken for successful candidates.

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.

If you would like an informal discussion about this role, or would like to discuss alternative options for submitting your application, please send a direct email to jobs@cabb.org.uk.

One of our recruitment team will aim to respond to you within 48 hours.

We are the people's champion

We exist to shape a society where people face fewer problems.

We're driven:

By our ambition to make things better for people, individually and collectively as part of the Citizens Advice network

By the power of high quality, independent advice to help people solve their problems.

To change the underlying causes of problems, through working in partnership with local, regional and national organisations.

As a local service, we align ourselves to the Citizens Advice, organisation wide, missions

Provide advice fit for the future

We'll be there for people when they need us, in the ways that help make the biggest impact; such as providing support due to the continued cost of living crisis and ensuring income is maximised. Our specialist areas of advice focus on supporting individuals and communities who are most vulnerable and those who are locked out of the welfare system, or on the verge of being excluded

Close the gap

We'll work to end disparities in access and experience for marginalised people, through proactive partnership working, community engagement and overcoming barriers to access.

Take early action

We'll endeavour to prevent more people reaching crisis by addressing problems earlier.