



**Central  
Nottinghamshire**

## **Generalist Adviser (Trainee considered)**

**37 hours per week (Part time hours considered)**

**Salary: £23,114 - £25,979 per annum**

(plus pension contribution)

Roles available in Ashfield, Broxtowe and Newark & Sherwood areas

This is an exciting new opportunity for someone with the motivation and skills to meet the new demands arising from cost-of-living pressures. We are looking for an enthusiastic, reliable and confident person to join our dedicated team of staff and volunteers. You will have a focus on local needs, with flexibility to take our service where it is needed, to get the right help to people facing barriers because of marginalisation or vulnerability.

As a **Generalist Adviser** you will provide face to face, telephone and digital information, advice and support to local people on social welfare law at generalist-level (including Benefits, Debt, Housing). Training will be provided as this requires a good foundation knowledge of each advice area, so competence in these subjects is essential.

As this is a busy and varied role, in a variety of settings and locations, it is essential that you can work under your own initiative; are extremely well organised with excellent attention to detail, be flexible and have a can-do attitude. We want someone who is passionate about giving an effective service to those most in need.

Applicants need to be –

- Experienced in an advice agency or or customer service setting
- Computer-literate, although training on our case recording systems will be given.
- Confident in working to performance targets.
- Able to show good communications skills, both written and verbal. These are essential in the role, as are excellent customer service skills with a non-judgemental approach.
- Prepared to work independently and from a variety of community based locations

The training and experience gained in post will position the successful candidate well for future opportunities.

**For an application pack:**

**website: [www.sn-ca.org.uk](http://www.sn-ca.org.uk) or [www.citizensadvicebroxtowe.org.uk](http://www.citizensadvicebroxtowe.org.uk)**

**Closing date:** This post will close as soon as enough suitably qualified candidates have applied

**Interview Date:** To be confirmed

**Please note: CVs are not accepted/No Agencies)**

Every local Citizens Advice is a registered charity. Different application procedures are adopted by individual local Citizens Advice. Contact the relevant one as outlined in the information about this role. You should not send an application form to National Citizens Advice. All local Citizens Advice produce their own annual report, but you can find out more [about the Citizens Advice network](#) or download the latest national Citizens Advice [Annual Report](#)