



**Nottingham  
& District**

## **Income Maximisation Worker Job pack**

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation
- The Job Description and Person Specification

**Closing date for  
applications:**

**11:59pm 27 June 2022**

**Interview date:**

**w/c 4 July**

**Anticipated start date:**

**As soon as possible**

## 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 Citizens Advice

1. **We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 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.

# Information about Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large Local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming Universal Credit, employment law and much more. The Citizens Advice service aims to:

- provide the advice people need for the problems they face.
- improve the policies and practices that affect people's lives.

The challenges of COVID over the last 24 months did not stop the brilliant work our staff and volunteers do to support clients across our communities. We adapted our working practices and used technology to ensure we were available throughout the pandemic. In the year 2020/21 we helped 8,609 people and handled £4m of debt and raised £3.3m in income for our clients.

Citizens Advice Nottingham & District is a brilliant and dedicated team of 46 paid staff and 40 volunteers who go out of their way to support everyone who comes to us.

We operate a number of projects including Help to Claim, MS Society and Social Prescribing Advice Link Service and across a number of locations.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

You can find out more details about our charity at [www.citizensadvicenottingham.org.uk](http://www.citizensadvicenottingham.org.uk)

# How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 LCA members.

The national charity includes:

- 800 national staff working in one of 6 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 3,000 Witness Service volunteers

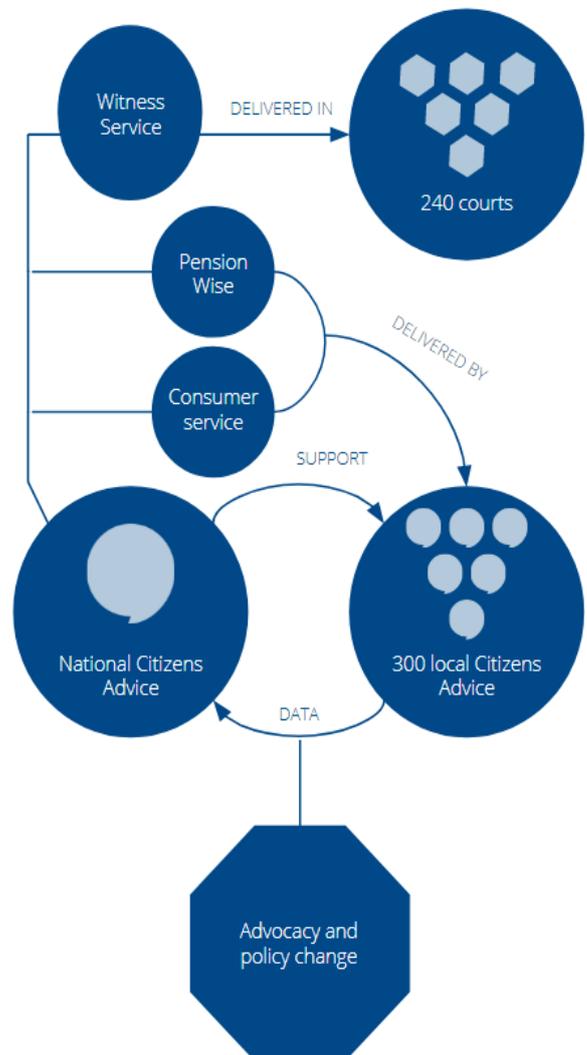
The local network members are all independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 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.





## Income Maximisation Worker

The Adviser's role will be to help explore a client's situation and provide advice on the welfare benefits that might be available to that client and broader budgeting and money saving advice. You will be giving advice face to face, by telephone, by email and other emerging contact channels.



## Job description

Job title:	Income Maximisation Worker
Contract term	Permanent
Reporting to:	Lead advice supervisor
Salary:	£19,500 - £20,500 (depending on experience)
Hours:	37 hours per week
Employers' Pension contribution:	5%
Location:	Based in Nottingham, Gedling and Rushcliffe (hybrid working between office in Nottingham city centre, home and outreach in Gedling and Rushcliffe)
Purpose of the job:	The Adviser's role will be to help explore a client's situation and provide advice on the welfare benefits that might be available to that client and broader budgeting and money saving advice. You will be giving advice face to face, by telephone, by email and other emerging contact channels.

## Main duties and responsibilities

### 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 Advisernet website, and other approved information sources, 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 calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Ensure that all work conforms to the organisation's office manual, Advice Quality Standards and our funding requirements.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

## **Research & Campaigns**

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisation's management.

## **Professional Development**

- Keep up to date with legislation, case law, policies and procedures relating to specified areas and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision session/team meetings/management team meetings as appropriate.

## **Administration**

- Use IT for statistical recording, record keeping and document production.
- Liaise with statutory and non-statutory organisations and present the service to outside bodies as appropriate.
- Incorporate new ways of working/IT technology advances
- Any other duties required by the role's purpose



## Person specification

### Essential Criteria

- At least one years' experience of dealing with the public
- Experience of supporting people with welfare benefits
- Experience of delivering advice to the general public
- Ability to understand and manage 'financial capability' and budgeting and check accuracy of calculations
- Experience of office work experience including IT
- A proven track record of being able to prioritise and manage a busy workload
- Excellent written and verbal communication skills, and an ability to empathise with and sensitively support all clients
- Ability to work in a team
- Ability to work in all different types of communications - face-to-face, digital (including telephone and video channels)
- Ability to use your own initiative and to work independently
- Commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.

### Desirable Criteria

- Possess a proactive approach (that you spot issues and work on fixing them without being asked)
- The ability to work to the guidelines of a project, ensuring targets are met and guidance followed
- An understanding and commitment to the purpose and service delivery of Citizens Advice
- An understanding/knowledge of money advice