



Generalist Adviser – Seafarers' Advice and Information Line (SAIL) Service

Please note that no previous experience of working with seafarers or specialist knowledge of seafarers is required for this post. Training will be provided. This is a remote working opportunity.

Job pack

Thanks for your interest in working at Citizens Advice Greenwich. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Greenwich
- The role profile and personal specification
- Terms and conditions



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

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 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.



Overview of Citizens Advice

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

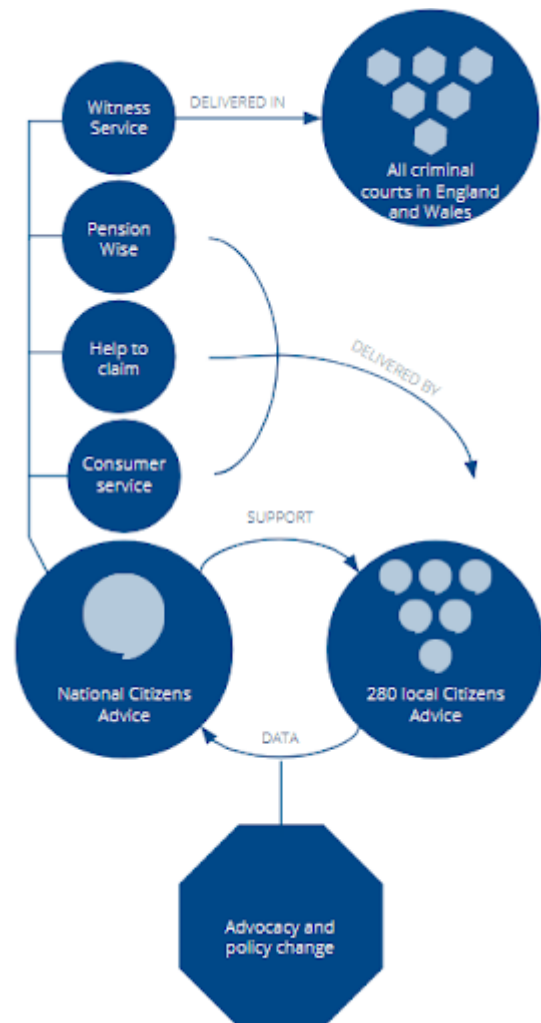
This role sits our network of independent charities, delivering services from

- 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.





Citizens Advice Greenwich and the role

The Seafarers' Advice and Information Line (SAIL) is part of Citizens Advice Greenwich. SAIL is funded by three maritime funders, Seafarers Hospital Society, The Seafarers' Charity and Greenwich Hospital. SAIL provides advice and casework to seafarers and their families across the U.K. For more information please visit our websites at www.sailine.org.uk and www.greenwichcab.org.uk

This role is to provide generalist advice and casework to seafarers and their families across the U.K. The service is provided primarily by telephone. The successful candidate must have experience of providing generalist advice, and casework in the areas of welfare benefits and debt. No previous experience of working with seafarers is required and training will be provided to enable the adviser to effectively help this client group.

The SAIL office is located in Central Greenwich, near the Cutty Sark, Greenwich Market and Greenwich Park.

This job is being offered as a remote working post. Remote working means that following completion of the induction period, the adviser will be working primarily from home. The adviser would be asked to attend the office in London (or a training session or meeting in London) for a minimum of 12 days a year. There is also a flexitime policy in place.

You will need to be able to work well as part of a team and independently and be committed to our policies, aims and objectives.

Role profile

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 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 and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- 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 and Campaigns

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration

- Attend relevant internal and external meetings as agreed with line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.

- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.

Other

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.
- Undertake promotional and publicity work for SAIL
- Travel within the U.K, for example to outreach advice sessions or to undertake publicity visits
- Any other reasonable duties



Person specification

Essential Criteria

- Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven understanding of equality and diversity and its application to the provision of advice.
- Proven ability to provide generalist advice, including casework in welfare benefits and debt
- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- Understanding of the issues affecting society and their implications for the client and service provision.
- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.

In accordance with Citizens Advice national policy we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.



Terms and conditions

- Permanent contract
- Salary £31,759 p.a. *(please note that this is not linked to the NJC scales and there is no automatic annual salary increase)*
- 5 days per week (35 hours)
- Closing date – 1st July at 9am
- Interview date – 7th July 2025