



Generalist Advisers – Citizens Advice Greenwich

Two full-time roles (5 days pw)



About Citizens Advice Greenwich

Citizens Advice Greenwich provides advice and casework to people in Greenwich Borough and to seafarers and their families across the U.K. For more information please visit our website at www.greenwichcab.org.uk

This role is to provide generalist advice and casework to people in Greenwich Borough. The successful candidate must have experience of providing generalist advice and casework.

The job involves providing face-to-face advice to the public. The job involves working from the office, at outreach sessions in the Borough of Greenwich as well as some home working.

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

- Provide generalist advice and casework to the public.
- 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.
- Any other reasonable duties



Person specification

Essential Criteria

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality and diversity and its application to the provision of advice.
3. Proven ability to provide generalist advice, including casework in welfare benefits
4. 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.
5. Understanding of the issues affecting society and their implications for the client and service provision.
6. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
7. 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

- Initially, fixed term contract for 12 months
- Salary £32,712 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 – 27th October 2026 at 9am
- Interview date – 5th November 2026