



Generalist Adviser – Citizens Advice Greenwich

5 day role and 3 day role 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.

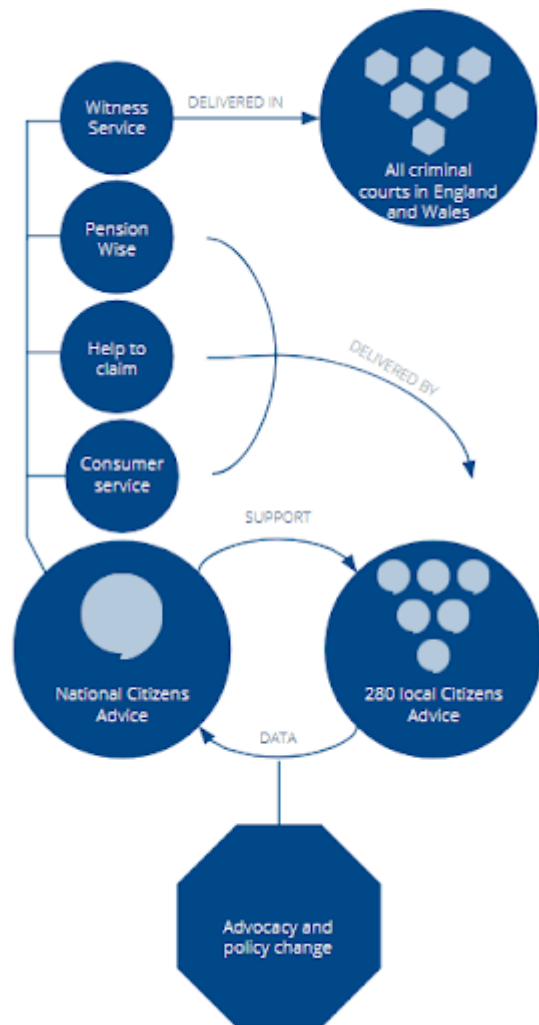
This role sits our network of independent charities, delivering services from

- 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

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 some 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

- 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
- 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

- Fixed term contract for 12 months
- 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) and 3 days per week (21 hours) (There are two roles, please state which role(s) you would like to apply for on your application)
- Closing date – 16th January 2026 at 9am
- Interview date – 27th January 2026