****



**JOB TITLE:** **Telephone Assessor Trainee**

HOURS: 25 hours a week

SALARY: £268.75 a week

DURATION: 6 months

RESPONSIBLE TO: Adviceline Service Manager

LOCATION: The post holder will be based at Battersea Library but may be required to work anywhere in Citizens Advice Wandsworth (CAW).

**Kickstart Apprenticeship Scheme**

The Kickstart Apprenticeship Scheme supports employers to provide six months of work for young people. This will be regular, paid work which will help young people to develop transferrable skills (such as team work) and demonstrate to future employers that they have a track record of being a reliable employee with an up-to-date reference. The scheme seeks to support each participant in finding future employment. This can include on-the-job training, work search support, transferrable skills development, mentoring and careers advice, and support with CV and interview preparation.

**Role purpose**

Citizens Advice Wandsworth is an independent charity that provides information, advice and support. We also work to improve the policies and practices that affect people’s lives. At CAW we are a diverse team of committed people who care for our clients and the service that we provide. We are looking for a committed individual who will work well as part of our one team, in line with our organisational values; creativity, generosity, quality and accountability.

The post-holder will be part of the Adviceline telephone team and will work closely with the Advice Line Service Manager(s) to ensure the effective operation of the service.

You will be the initial point of contact for members of the public who call our Adviceline. You will use listening and questioning skills to conduct a short assessment to identify the client’s problem(s) and find/interpret information from the Citizens Advice website and other sources.

You would assist the client to determine their next step(s) which may be an advice interview or signpost to a local organisation or service provider.

Comprehensive training will be provided.

**Main Duties and Responsibilities**

* Assessing a client’s problem(s) and identifying key information and facts
* Assessing and agreeing the next step(s) taking into account the client’s ability and understanding
* Identifying discrimination and safeguarding issues
* Presenting facts and recommendations to the Service Manager as required
* Adhere to agreed centre policy and procedures
* Recording confidential information onto the case management database
* Performing ad-hoc tasks as and when required

**Person specification**

1. The desire to commit to and work within the aims, principles, values and policies of the Citizens Advice Wandsworth service.
2. To understand the need to provide a confidential service.
3. To be able to develop good interpersonal and communication skills in person, by telephone and email.
4. Commitment to personal development.
5. To develop the ability to plan and organise own work to meet deadlines under pressure.
6. To develop the ability to work both on own initiative and as part of a team.
7. To develop the ability to write clearly and accurately, including drafting routine correspondence.
8. To develop the ability to use IT packages including Microsoft/Office 365 and database packages.
9. The ability to communicate with clients in a language other than English would be helpful.
10. Knowledge of our local community in Wandsworth and an understanding of their needs would be desirable.