

Help to Claim Telephone and Webchat Adviser

Hours:	C24 hours per week
Length of contract:	to 31.03.2022 in the first instance
Salary:	£22,100 pa pro rata
Employer's Pension Contribution:	3%
Responsible to:	H2C: Team Leader

Role Purpose: To deliver the Help to Claim service to Universal Credit Claimants nationwide.

Job Description

Specific activities

1. Help to Claim Project

- 1.1 Deliver telephone and webchat service as outlined in the service model devised by national Citizens Advice.
- 1.2 Complete required monitoring for Citizens Advice against project KPIs

General activities

2. Marketing and relationship building

- 2.2 Build and maintain good working relationships with staff and volunteers of other agencies that we work with
- 2.3 Ensure effective operation of internal and external referral systems
- 2.4 Help develop literature to promote the project and carry out other marketing activities.

3. Professional development

- 3.1 Identify and implement plans for own training and development needs.
- 3.2 Keep up to date with relevant topics, available training materials and other resources.

3.3 Reflect on effectiveness of learning activities delivered and review training practice.

3.4 Prepare for and attend supervision sessions, team meetings and staff meetings as appropriate.

4. Research & Campaigns

4.1 Assist with research and campaigns work by providing information about clients' circumstances.

4.2 Provide statistical information on the number of clients and nature of cases and provide regular reports.

4.3 Monitor service provision to ensure that it reaches the widest possible client group.

5. Other duties and responsibilities

5.1 Uphold the aims and principles of the CAB service and its equal opportunities policies.

5.2 Establish and maintain effective and efficient administration systems for the delivery of the project.

5.3 Use IT for statistical recording, record keeping and document production.

5.4 Carry out administrative tasks related to the job.

5.5 Participate fully in the life of CAT&W, attending meetings, internal planning events etc.

5.6 Support other work as required (e.g. providing referrals for advice appointments where appropriate).

5.7 Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

5.8 Carry out any other appropriate tasks requested by the manager, to ensure the effective delivery and development of the service