



**glasgow  
north  
west**

## About the role

---

- > **Job Title: Generalist Adviser**
- > **Location: Glasgow North West CAB**
- > **Hours per week: Full-time, 32 hours per week (4-day working week). Flexible, hybrid working is standard.**
- > **Salary: £25,000- £27,000 per annum commensurate with experience**
- > **Closing Date: midday Monday 8<sup>th</sup> December.**

## About Glasgow North West CAB

---

Glasgow North West Citizens Advice Bureau (GNWCAB) is an independent charity founded in 1981.

Our mission is to tackle poverty and inequality by ensuring that people from all backgrounds are empowered through access to advice and support that helps them affect positive change in their lives and the lives of those around them.

We are a dynamic and forward-thinking organisation. We recognise the value of our staff and this is reflected in our positive working environment. Staff benefit from family friendly policies, blended working and a commitment to personal development. It is a supportive and happy working environment that enables you to make a positive contribution to the lives of the clients we work with.

## About the job

---

We are looking for a highly motivated individual with the drive and enthusiasm to ensure the provision of a quality advice service to the public. This position is based at Glasgow North West Citizens Advice Bureau in Maryhill, with a requirement for occasional outreaches conducted across the northwest of Glasgow.

Working to high standards, the successful candidate will be a self-motivated, enthusiastic team member with excellent interpersonal skills that can play a key role in the delivery of our holistic advice service. Demonstrating a commitment to the aims, principles and ethos of the CAB service, the individual will be supported to make a meaningful difference to our community.

For more details about the key responsibilities of the role and knowledge, skills and experience required, please refer to the job description and person specification.

Completion of Citizens Advice Bureau Adviser Training Programme would be advantageous but is not essential as full training will be given.

## **Job description**

We are looking for client-focused individuals with experience of providing income maximisation as part of overall holistic advice and support. In this role you will see clients in person, as well as providing advice via telephony, email and digital channels ensuring clients they get the advice, information and support needed.

To succeed, you will need relevant experience and knowledge of current welfare benefits together with the ability to analyse the client's overall financial position and offer early intervention advice and support.

There will be strong emphasis on team working and the ability to work effectively and closely with other agencies and health care professionals.

You will have strong oral and written communication skills. We are also looking for a proven ability to work effectively and well organised. Proficiency in using a range of IT tools to carry out your work, including case management systems, benefit calculators, online forms and Microsoft Office applications is essential.

## **Key Responsibilities**

- > To conduct in person or telephone interviews, using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- > To explore clients' circumstances, support needs and access channel preferences considering language barriers, accessibility needs, and issues around digital access and ability.
- > To build positive relationships with a variety of stakeholders.
- > To work patiently and tactfully in a non-judgemental manner with protected adults to build their trust and engagement in the work.
- > To develop formal links with other support agencies that could provide support for clients to further better their circumstances.
- > To liaise where appropriate with bureau staff and other relevant agencies as appropriate.
- > To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.

- > To ensure that all work meets quality standards and the requirements of the funder.
- > To remain up to date with all relevant legislation and practice in relation to welfare benefits, debt, immigration, housing.
- > To adhere to all GDPR requirements and CAB policies.
- > To provide regular reports on the functioning of the work as well as progress and learning achieved.
- > To work to Scottish National Standards for Information and Advice giving and Citizens Advice Scotland Quality Advice Framework.
- > To liaise, communicate with and be operationally responsible to the Operations Manager.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonable requested by the bureau manager.

## **Person specification**

---

### **Knowledge, skills and experience**

#### **Essential**

- > Demonstrable experience of delivering advice in welfare benefits, debt and energy.
- > Understanding, maintaining and practising high standard of case recording requirements as according to the project specification, CAS quality assurance and Scottish National Standards.
- > Ability to use telephony and IT systems to deliver services across multiple channels (web chat, telephony and video) via Avaya, Zoom, TEAMS and other systems.
- > Experience of using a range of IT tools to carry out work, including case management systems, Microsoft Office, internet and email etc.
- > Ability to work without supervision and prioritise workload.
- > Experience of working with people with multiple and complex needs.
- > Experience of working with protected adults and ability to deal with issues sensitively.
- > Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
- > Excellent organisational skills.

- > Ability to work across multiple teams and build effective stakeholder relationships quickly.
- > Knowledge of a range of enquiry areas to aid with identifying emergencies.
- > A commitment to the aims and principles of Citizens Advice Bureau.
- > Ability to operate as a team player and communicate effectively with colleagues and managers.

## **Employee benefits**

Glasgow North West CAB offers excellent terms and conditions, including a 4 day working week, a total of 35 days leave and a pension scheme with a 6% employer contribution. Glasgow North West CAB is an inclusive employer considering flexible working arrangements where appropriate.

Glasgow North West Citizens Advice Bureau is an equal opportunities employer.

## **How to apply**

To apply, please complete our [application form here](#) by the closing date. Please get in touch with [recruitment@gnwcab.org.uk](mailto:recruitment@gnwcab.org.uk) if you have any questions about the role and/or would like to arrange an informal chat.

To apply, please complete application form and return to [recruitment@gnwcab.org.uk](mailto:recruitment@gnwcab.org.uk)

Please note that we will not be accepting CVs for this position.  
Please note that this post is subject to a satisfactory PVG check.

## **Equality & diversity monitoring**

To help us monitor equality and diversity statistics please complete our [Equality & Diversity form here](#).

## **About the employer**

GNWCAB is committed to equal opportunities both in service provision and employment.

**Glasgow North West CAB**  
**Charity number: SC005641**  
**Company ref: SC202642**

Citizens Advice Bureau are independent and innovative advice organisation providing holistic advice and support to local people.