

Inverness Badenoch and Strathspey Citizens Advice Bureau



Job Title: Telephone Adviser
Location: Union Street, Inverness
Hours/Days per week: Up to 35 hours per week
Type of contract: Permanent
Salary: £24,737 per annum (pro rata) IBS 5 17

Closing Date: 12noon on Friday 14th August 2026
Interviews: TBC
Email applications to: hr@invernesscab.org

About Us

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 60 employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgmental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decisions and feel empowered to improve their personal circumstance.

Purpose of the Role

As a Telephone Adviser, you could work on our Help to Claim helpline project which focuses on Universal Credit or on our General Advice telephone advice line, giving advice on a range of topics. You will work as part of a supportive team, ensuring our clients receive a holistic service enabling them to exercise their rights and access the benefits and services they are entitled to. You will be supported through comprehensive initial training and encouraged to continually develop during your time with us.

Key Responsibilities

Advice Giving

- Interview clients primarily over the phone to gather relevant information about their circumstance and the issue(s) they seek help with.
- Research the topic to identify options and potential action for the client
- Explain simply and concisely the options available to the client so that they can make an informed decision
- Offer practical help such as calculating benefit entitlement or dealing with a variety of issues across our 16 advice topics
- Liaise with specialist teams within the bureau on complex issues and on-going casework and ensure we provide a holistic advice service
- Refer clients to other agencies and 3rd sector organisation for specialist support and advice
- Record each contact with the client on the CAB database
- Ensure advice given meets the standard expected and this is reflected in case records

Social Policy

- Identify issues brought to the bureau by clients which may have a wider social policy impact and needs further action at a local or national basis
- Record social policy issues on the case recording database
- Provide case studies to be used for highlighting social policy issues and for evidencing the work of the bureau

Case Management

- Manage workload by prioritising enquiries and casework and report back to manager on progress
- Use case recording database and other IT systems to ensure follow up action is taken within timescales

Data handling and Confidentiality

- Adhere to data protection regulations and ensure that special category data is handled in accordance with relevant legislation and organisational procedures
- Abide by Citizens Advice confidentiality policy

Working with Others

- Develop and maintain good working relationships with the team, share knowledge and information and make a positive contribution by working proactively toward delivering a good service for our clients
- Provide encouragement and support to our team of volunteers and contribute to their positive volunteering experience
- Develop and maintain good working relationships with external stakeholders, including statutory, non-statutory and voluntary service providers

- Embrace our equality and diversity principles by treating everyone as individuals and with respect at all times

Training & Development

- Be proactive in identifying own training needs and taking responsibility for personal development
- Keep knowledge up to date on legislation relevant to the post and of local issues and policies
- Seek support from manager and participate in supervision and appraisal meetings. Use feedback constructively to further knowledge and skills

General

- Adhere to all IBS CAB policies and procedures
- Be willing to carry out any other related tasks, as required by your manager, which are compatible with the functions of the post.

Person Specification

This role would suit an individual looking for a change of role, or a return to work after a break or someone who is just starting on their employment journey and who is enthusiastic about learning new skills. What is important to us is that you:

- Want to advise and help a broad range of people, particularly those who are disadvantaged
- Have good communication skills and are comfortable talking to a diverse range of people over the phone
- Are able to build positive relationships with clients, colleagues, volunteers and external contacts
- Willing to have difficult and/or sensitive conversations
- Have a practical and common-sense approach with the ability to manage expectations
- Are enthusiastic about learning and gaining new skills, knowledge and experience
- Wish to achieve a good standard of work
- Are organised and able to prioritise and meet deadlines
- Have a competent standard of written English that will allow you to complete comprehensive case records, produce correspondence such as emails and letters and complete forms on client's behalf
- Have a competent standard of maths/arithmetic that allows you to complete basic calculations such as benefits checks, energy statement calculations and income and expenditure reports
- Are able to research information and are keen to solve problems
- Are confident in using IT systems
- Are interested in the work of CAB and associated social policy issues

Other Requirements

Please note that this post is subject to the completion of a criminal records declaration and a satisfactory Basic Disclosure check.

How to apply

For further information or to download an Application Form, please use the Link on the advertising website or go direct to our Inverness CAB website to view this post and directly access an application pack on our website.

Please do not submit CV's. We are unable to accept them in application for a post.

All applications should be returned to HR@invernesscab.org by 12 noon on Friday 14th August 2026.