



**Derbyshire
Districts**

Job Opportunity

Adviceline Telephone Adviser (2 roles)

Hours: 20 to 30 hours per week (Adviceline is open Monday to Friday 9am to 4pm, working pattern to be confirmed)
Salary: £19,341 per annum, pro rata
Contract: Fixed term contract for 12 months
Based at: Ilkeston

We have an opportunity for an enthusiastic telephone adviser to join our existing Adviceline team, which provides an excellent telephone advice service across Derbyshire Districts.

Our telephone advisers are often the first point of contact with the public. Their role is to assess a client's needs and decide the best next step to help resolve the issue. Advice will be given over the phone, in addition to self-help materials designed to empower clients to help themselves.

Applicants need to be computer-literate, although training on our case recording systems will be given. You must be confident in working to performance targets. Good communications skills, both written and verbal are essential in the role, as is excellent customer service skills with a non-judgemental approach. A background in advice giving is desirable but not essential.

At Citizens Advice Derbyshire Districts we provide free, confidential, impartial and independent advice and information on a wide range of subjects. We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

Due to this post having access to vulnerable adults, the successful candidate will be required to undertake a Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and the background and circumstances of your offence. Please get in touch to see our policy on criminal background checks.

We are also recruiting for the following roles – Generalist Adviser, Help to Claim Adviser and Money Adviser (Telephone), please see separate adverts for further details.

To apply for this role, visit www.ddcab.org.uk to download the recruitment pack. Please send your completed application form to hr@ddcab.org.uk. CVs will not be accepted.

Closing date: 4pm, Thursday 27 May 2021
Interviews: w/c 31 May 2021 and w/c 7 June 2021 (via video conference)