



**Derbyshire
Districts**

Job Opportunity

Help to Claim Adviser

Hours: 37 hours per week

Salary: £22,372 per annum

Contract: Fixed term contract for 12 months

Based at: Buxton, travel throughout the High Peak is required

We have an opportunity for a Help to Claim Adviser to join our existing advice services team who deliver advice to the public on issues relating to Universal Credit and linked benefits and issues. The role will form part of our Help to Claim service which provides support to people (local and nationally) with queries relating to Universal Credit up to first payment via face-to-face advice, telephone, and webchat platforms.

Applicants need to be computer literate and 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 and welfare benefits is desirable but not essential. Full training, support and coaching will be provided.

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 – Adviceline Telephone Adviser, Generalist 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)