

# Contact Centre Adviser Job Pack

Thank you for your interest in working at the Citizens Advice service that supports residents across Manchester. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you'll find:

- Our values
- 4 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity

## **Want to chat about the role?**

If you want to have a chat about the role further, you can contact:

**Jo-Anne Sharkey** (email: [jo-anne.sharkey@citizensadvicemanchester.org.uk](mailto:jo-anne.sharkey@citizensadvicemanchester.org.uk))

**Applications should be sent to**  
**[hr@citizensadvicemanchester.org.uk](mailto:hr@citizensadvicemanchester.org.uk)**

## Our values



### Our Values



#### ***We're adaptable***

We recognise that our clients' needs are changing and that we need to change with them. We like to try new things and learn when things don't work. We are confident enough to constructively question ideas and adapt to changes.

#### ***We're respectful***

We foster relationships and respect our colleagues and clients and willingly share our knowledge and experiences to maximise the social impact of our work. We are honest in our views and value that everyone has something to offer.

#### ***We're responsible***

We recognise that everyone is entitled to basic needs and rights and work towards supporting those seeking help to achieve them. We remember we are a charity and work within our charitable objectives by being responsible in the way we use our resources and pursue new opportunities.

## 4 things you should know about us

### We're local

We have an Information Hub based in Manchester Town Hall as well as an extensive outreach service with sessions across the city. We also have a well developed service offered by telephone, email, webchat and facebook messenger. We offer direct support to over 29,000 clients per year with 101,000 issues. We helped achieve £4.2 million of financial gains for residents and prevented 984 people from becoming homeless last year.

### We're also national

We support the wider Citizens Advice network of 300 independent charities by providing telephone and digital advice to hundreds of thousands of people across England & Wales each year, through our Consumer Service and Money Advice Service Contact Centres.

### We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

## We're listened to - and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

### How the Citizens Advice network works

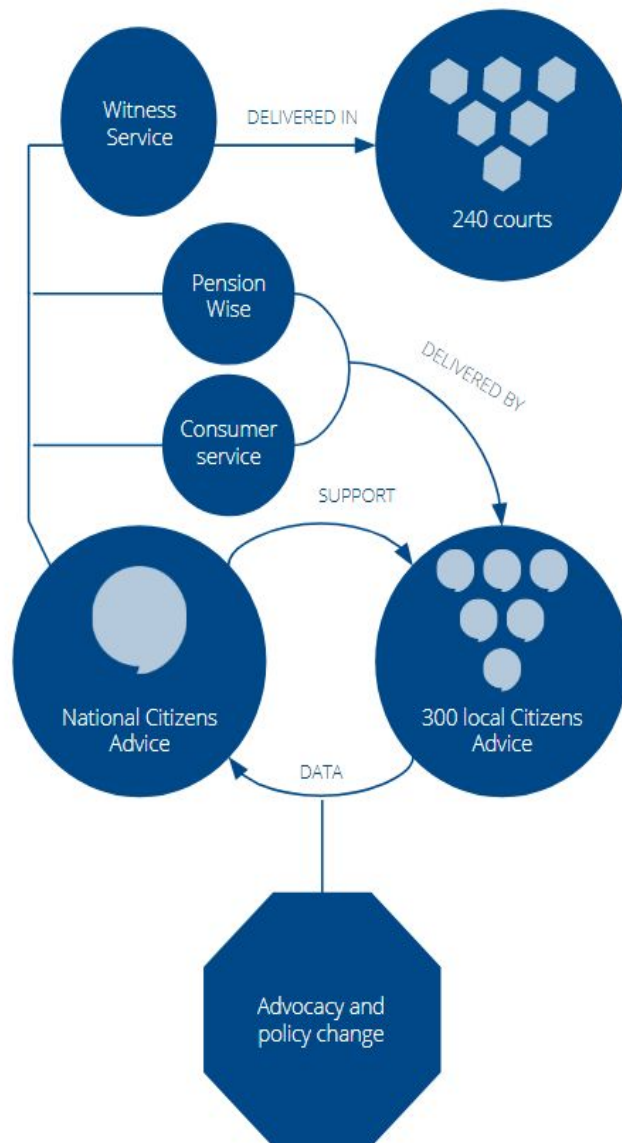
Citizens Advice Manchester is a member of the Citizens Advice service nationally which is made up of a network of around 300 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 800 national staff working in one of our 6 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3000 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 6,500 local staff over 23,000 trained volunteers

Our reach means 99% of people In England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



# The organisation and team

The role you're applying for is **Contact Centre Adviser** and is part of our Consumer Advice Helpline. The role is managed by a Team Leader supported by Senior Advisers.

Here are 4 ways you can find out more about us:

- Watch videos about the work we do: [Find a way forward](#), [Your best advice](#), and [Advice in a changing world](#).
- Watch a video about our volunteers [Volunteers at CAM](#)
- Take a look at our [website](#)
- Take a look at the [national Citizens Advice](#) website and the [Campaigning site](#)

## The application process

### Stage 1

You are required to submit a copy of your CV, this will be screened against the role description and person specification to assess whether your skills and experience is a good fit. **SEND YOUR CV TO: [hr@citizensadvicemanchester.org.uk](mailto:hr@citizensadvicemanchester.org.uk)**

**Please ensure your CV includes the following information:**

- Your contact details (address, **telephone number** and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications

### Stage 2

If successful, you will be invited to participate in a short telephone interview (not lasting longer than 10-15 minutes) during the call you'll be asked to talk about your previous experience and the skills that you have, you will also have an opportunity to ask any questions you may have about the role or our service.

### Stage 3

If successful, you will be invited to attend an assessment day. The assessment day will provide you with information on the history of Citizens Advice, our background, aims and principles and mission and values. We'll tell you about our Consumer Advice Helpline - the type of work they do and nature of calls they get, you'll be asked to participate in some group exercises and a short competency based test and there will be a chance to see our contact centre in action. Lunch will be provided and successful candidates will be invited to stay and attend a short face to face interview.

## The role

<b>Role</b>	Contact Centre Adviser
<b>Location</b>	central Manchester
<b>Salary</b>	£16,483 rising to £17,513 following probation
<b>Hours</b>	35 per week (Monday to Friday)
<b>Reporting to</b>	Team Leader - Consumer
<b>Contract term</b>	Permanent in line with funding

Citizens Advice Manchester is an innovative and successful advice service, we have exciting opportunities available for Contact Centre Advisers on our Consumer Advice Helpline.

When buying goods or services consumers are offered protection by law under the Consumer Rights Act. Our Consumer Advice Helpline supports clients when things have gone wrong or when they have been treated unfairly as a consumer. This can include problems with: credit and store cards, faulty goods, counterfeit goods, poor service, contracts, builders, rogue traders etc. Our advisers can also refer complaints to local Trading Standards Officers who can investigate on their behalf when appropriate.

We are seeking to appoint people to work in our professional and friendly contact centre located in central Manchester. Applicants need to be comfortable working in a target driven environment and have a desire to help people. If you have:

- Experience delivering excellent customer service in a contact centre or customer service environment
- A professional manner with good communication skills and the ability to deal confidently and sensitively with members of the public over the phone
- A commitment to equality for all
- Good data entry skills and can assess information quickly and accurately
- The ability to learn quickly and work under pressure
- The desire to participate in an initial intensive training programme

Then this could be the role for you! Start the application process by sending in your CV to: [hr@citizensadvicemanchester.org.uk](mailto:hr@citizensadvicemanchester.org.uk)

Here are some examples of how we help our clients:

**Case Study 1:**

Ms Smith contacted us about a used car she recently bought. Two weeks after purchase, the car went into limp mode when she was driving on the motorway with her small children. She was recovered from the motorway with her car and the children and told by the Recovery Service that the car was not safe to drive. Since then, she has struggled to get the garage she bought it from to repair the car or provide a refund. Ms Smith was hoping to get through to Trading Standards but her call has been answered by us.

Our adviser explained all of her rights under the Consumer Rights Act to Ms Smith and gave guidance on the steps she could take to get the trader to fix the problem or refund her. We also took details about the purchase, the car and the trader and made a referral to her local Trading Standards office to alert them to a possible safety issue with the car. Although initially frustrated that she couldn't speak to Trading Standards directly, once our adviser explained the referral relationship, Ms Smith was reassured that some action would be taken to stop a similar thing happening to someone else.

**Case Study 2:**

Mrs Ryan is 87 and lives alone. She has contacted us because she's worried she might have been scammed. Earlier in the morning, two men came round to her home and informed her that her roof was in a dangerous state and could collapse at any point. Distressed at this news, she has signed a contract to pay them £20,000 for roofing work. The men took her to the bank and had her withdraw £250 as a deposit to pay them there and then. The men are due to return tomorrow. She has since spoke to her neighbour who assured her that her roof is fine but she is worried she will be in trouble if she doesn't pay the rest of the £20,000.

We discussed the case with Mrs Ryan and confirmed she would still be within her rights to cancel the contract. Mrs Ryan was very relieved that she has the opportunity to get out of the contract. We also took details of the trader to make a referral to Mrs Ryan's local Trading Standards office to make them aware of a possible doorstep crime.

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

<b>Closing date</b>	Thursday 23 January 2020
<b>Assessment Day:</b>	Thursday 30 January 2020
<b>Start Date:</b>	Monday 10 February 2020



# Role profile

Key accountabilities	Key elements & tasks
<b>Service Delivery</b>	Deliver an excellent customer service.
	Conduct short, focused interviews either by telephone or digitally to explore the customers situation and issues that need resolving.
	Make a judgment about what the next steps should be, based on understanding the problem, the customers capability and effective use of resources and other agencies which provide advice.
	Where appropriate, provide quality assured assisted self-help information/early intervention information.
	Where appropriate, refer or signpost customers to one of the external partners in line with documented procedures.
	Ensure all customer work is entered onto the relevant case recording system, maintaining detailed and accurate statistical information as required.
	Staff the telephone during the Service opening hours.
<b>Referral and Signposting Management</b>	Where additional advice needs are identified follow our documented procedures to refer or signpost those customers to an: <ul style="list-style-type: none"> <li>• Agreed external partner</li> <li>• Local Citizens Advice</li> </ul>
<b>Performance and Quality Standards</b>	Meet the individual key performance targets and performance targets of the Consumer Service daily, weekly, monthly and annually.
	Adhere to the documented Consumer Service quality standards.
<b>Team Working</b>	Work collaboratively with volunteers by providing: <ul style="list-style-type: none"> <li>• Day to day on-site support and guidance.</li> <li>• On-going coaching and mentoring.</li> </ul>
<b>Personal Development &amp; Training</b>	Attend regular performance review meetings required.
	Self-identify own development needs and attend training opportunities. Maintain an up to date knowledge of consumer law and changes in consumer practices.
	Attend staff meetings as required.

<b>Research &amp; Campaign Work</b>	<p>Ensure that all staff and volunteers within the domain take an active role in the Research and Campaigning process by:</p> <ul style="list-style-type: none"> <li>• Forwarding all examples of R&amp;C as appropriate</li> <li>• Regular communication of current research and campaign priorities, initiatives and plans to advice team</li> <li>• Monitoring staff and volunteer performance/contributions to local and national campaigns</li> </ul>
<b>General</b>	Uphold the aims and principles of Citizens Advice and its equality & diversity policies.
	Abide by health & safety guidelines & share responsibility for own safety and that of colleagues.
	To work in a positive and supportive manner and contribute to the creation of a good team environment.
<p>Please note that this job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.</p> <p>Citizens Advice Manchester is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

## Person specification

<b>Essential</b>
Good standard of education with strong skills in numeracy & literacy.
At least 6 months experience of providing a high standard of customer service in a fast-paced target driven environment (Contact Centre experience desirable).
Experience of listening and questioning with an ability to manage challenging situations.
Ability to work individually and as a productive member of the team.
Ability to retain information and apply this knowledge appropriate to the needs of the consumer.
Ability to communicate information effectively to clients, both orally and in writing in a clear and understandable way.
Ability to work accurately with minimum supervision in a fast paced environment.



Other requirements for the role
Ability to contribute to an adaptable, respectful and responsible organisational culture in line with our values.
Ability and willingness to work as part of a team and a commitment to collective team responsibility.
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout.
Awareness that Citizens Advice clients are at the heart of everything we do.

## What we give our staff

We value all our people and can offer a supportive culture within a charity setting that is committed to social justice. The role attracts an attractive remuneration package with excellent terms including:

- A 35 hour working week
- Pension scheme
- City centre location
- Health plan with 24/7 telephone support service
- Generous holiday entitlement starting at 26 days per year (in addition to bank holidays) and rising with long service to a maximum of 34

# Equality and diversity at Citizens Advice

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

**We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.