

Job Opportunity



Welfare Benefit Team Leader

Salary: £27,632 - £29,345 (dependent on experience)

Hours: Full time (35 hours per week)

Term: Permanent in line with funding

Location: Central Manchester

Citizens Advice Manchester is an innovative and successful advice service. We are one of the country's most progressive and dynamic advice services with a large Welfare Benefit team. Our Welfare Benefit Advisers support clients both locally and nationally through telephone, digital and face to face channels.

Our Welfare Benefit Team advise clients on benefit entitlement, assist with completing benefit applications and challenging and appealing benefit decisions. Our team receive referrals from our local Adviceline service, Help to Claim, local GP surgeries and partner agencies, such as Pharmacy Support with whom we deliver a national service.

We are seeking to appoint a Welfare Benefit Team leader who is experienced in delivering specialist welfare benefit advice and who is able to lead and coordinate the day to day delivery of our Welfare Benefit Service.

- 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

Visit our website: www.citizensadvicemanchester.org.uk/work-with-us for more information and to download a job pack giving full information on this vacancy.

Closing date for applications: 10am on Monday 3 February 2020

Interviews to be held: Tuesday 11 February 2020

Application is via CV - please note that applications will not be considered where a complete CV and covering letter outlining suitability for the role against the person are not submitted.