



Adviser



Job Description

Our Advisers see clients either face to face at our locations in Bromley town centre, Anerley, Orpington and Mottingham, or speak to them over the phone.

They explore the client's circumstances to identify key issues.

Using a range of sources, they find the most appropriate advice and present it in a way that the client can understand and act on.

They give the client a range of options on what they can do, explaining the pros and cons of each option, and identify what the client can do next. Where necessary, advisers signpost or refer clients to a range of external organisations for specialist help and advice.

After the appointment, advisers write up the client's case on our bespoke database.

What will you do?

- Talk to clients either in face to face appointments or on the phone.
- Explore why the client has come for help.
- Use a range of sources to give the client information & advice, and help them to understand their options.
- Support clients to take action to resolve their problems; this might include drafting or writing letters, making phone calls, or referring the client to another service or organisation.
- Use the CA database to record clients' problems and what action you've taken.
- Identify trends and emerging issues and gather evidence that can be used in national and local campaigns to alleviate client's problems.
- Complete a comprehensive Citizens Advice (CA) Adviser Learning Programme that will give you the skills you need to interview and advice our clients.
- Make a real difference to people's lives.



What's in it for you?

- Volunteer in a supportive environment.
- Make a positive impact in your community.
- Learn about a range of issues such as benefits, consumer, employment, and housing.
- Build on valuable soft skills such as communication, listening and problem solving.
- Potentially increase your employability.
- Work with a range of different people, both independently and in a team.

If you're training to be a solicitor and you train and volunteer as a local Citizens Advice adviser, you may be able to get up to six months off your solicitor training contract. See [Solicitors Regulation Authority](#) for more information.



What do you need to have?

You don't need specific qualifications or skills, but you'll need to:

- Be non-judgmental and respect views, values and cultures that are different to your own.
- Be friendly and approachable.
- Be able to understand information and explain it to others.
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Have good listening skills.
- Have excellent verbal and written communication skills.
- Have good maths and IT skills.
- Be willing to undertake training in your role.



How much time do you need to give?

We ask for 2 full days a week for minimum of 1 year, inclusive of training programme. Initial training is for 12 weeks and total training to qualify as an adviser can take up to six months.



Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

If you are interested in becoming an adviser and would like to discuss any needs you have, please contact us.



Contact details

For further information and to request for an application form, please contact our Recruitment at recruitment@citizensadvicebromley.org.uk or visit our website at [Citizens Advice Bromley](#)