

Citizens Advice Camden

ROLE PROFILE – Telephone Assessor & Digital Navigator

Hours	25 hours per week – start time 9:30am Monday, Tuesday, Wednesday – 7 hours per day, Thursday – 4 hours per day
Salary at appointment:	£10.85 per hour
Start Date	Preferred start date - as soon as possible
Contract Type	Fixed term for 6 months from start date

Job Placement Summary

Telephone Assessor & Digital Navigators answer calls to Adviceline, the main route into our Citizens Advice Camden services. An assessor's role is to establish what the client's issue is, ensure that all relevant information is collected, provide information and advice where possible and identify the best next step. They will empower clients by showing them how to navigate the Citizens Advice's public site and other trusted websites.

Telephone assessors & digital navigators will have a passion for helping people and delivering a great telephone service. They will have excellent listening and communication skills and the ability to explain information clearly. Competent IT skills and the ability to use databases and navigate websites are essential for their role as digital navigators.

The successful candidate will attend a remote training programme, which will help them develop the skills and knowledge needed to deliver an excellent level of service to our clients. The training will be delivered remotely over video conferencing. Once they have progressed to taking calls, they will be fully supported by a Supervisor who ensures the quality of the service provided.

While social distancing rules remain in place, this role will be delivered remotely. We will provide the post-holder with a work laptop. They will need

a private, secure internet connection and a confidential working space to perform their role and adhere to the General Data Protection Regulation (GDPR) and Citizens Advice confidentiality guidelines. They will be working from home and independently but still within the boundaries of Citizens Advice and the role.

Key responsibilities for the role include using listening and questioning skills to identify the issues that clients calling our Adviceline present with, and to establish the best next course of action for the client. Depending on the complexity of the problem and the resources available, the next steps could include providing assisted information to the client from the Citizens Advice website or other trusted advice sources, referring clients (both internally and externally) to suit the clients' advice needs or signposting them to external organisations. The best course of action will always be discussed and agreed with a Supervisor.

The telephone assessors & digital navigators will be required maintain accurate case records and to record all client information on our case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

In their roles as digital navigators, the successful candidate will help improve clients' access to information through digital means. They will help clients learn basic digital skills, navigate trusted websites, access online portals and complete online forms.

A key responsibility of the role is to keep up to date with legislation, policies and procedures and to undertake appropriate training needed for the role. The post holder will need to complete IT information assurance training and ensure that all work conforms to the organisation's systems and procedures.

The post holder will also be required to undertake such other duties and tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

Throughout their time with us, the post holder will need to be able to demonstrate commitment to the aims and policies of the Citizens Advice service.

Person Specification

1. The successful candidate will have good written and oral communication skills. They will have the ability to research and analyse complex information and convey it to clients in a clear and simple manner. They will be able to interview clients using sensitive listening and questioning skills in order to get to the root of the clients' issues, whilst maintaining structure and control of meetings.
2. The ability to use IT systems is essential for this role. For example, they will need to be able to confidently navigate trusted websites or internal databases

to find the information required to answer the clients' queries, or to show clients how to use websites to find the information they need. Good keyboard skills are essential as each interaction with a client has to be recorded on our case recording system.

3. The post holder should be able to work on its own initiative and to manage their time effectively while monitoring own standards. They will be working in a fast paced and target driven environment, working towards both individual and team goals. The ability to work as part of a team and contribute towards a generous team culture is essential for this role.
4. Time management is an essential skill for this role. The telephone assessor & digital navigator will need to manage their time effectively in order to complete the internal training provided within the given timescale. When helping clients, they will need to monitor appointment times and the time taken to record case notes and deal with any follow up work.

Details of employability support

We aim to support the Kickstart applicants to improve their employment prospects and help them move into long-term sustained employment.

We will devise an individually tailored training program for the applicants, which will equip them with the knowledge and skills needed in their role as telephone assessors & digital navigators and will provide them with transferable skills to help them move into long-term employment. We will support them to take part in external training opportunities which will help them build their skills.

During their time with us, the kickstart participants will gain invaluable experience of working in a customer facing roles and gaining transferable skills such as telephone etiquette, customer service skills, communication, inter-personal and problem solving skills.

They will receive one-to-one coaching and mentoring sessions with our training manager and/ or with one of our highly experienced advisers. They will learn to give and receive feedback objectively and sensitively, which is an essential skill when working in a team.

We will help the kickstart participants to write their CV and prepare for interviews.

We have also been offered support from national Citizens Advice who will set up specific training packages on their online learning and development system (Docebo) just for these trainees. They will also set up a specific group on Workplace, which is used by the network to help share knowledge, facilitate peer-to-peer support and connect people across our services. This will give the trainees a specific identity within Citizens Advice and enable them to contact their peers across London.

Trainees on work placement with Partner LCAs will be offered the following:

- complete induction programme
- relevant on the job training

- coaching and mentoring by supervisors or experienced volunteers
- support with interview skills and CV writing
- assistance with job searches and applications
- training in basic admin, reception and customer care skills
- training on IT and basic office systems
- training on Citizens Advice case recording software
- skills to enable working on own initiative and as part of a team
- communication skills with the public and third parties by various channels, i.e. letter, email, phone and text
- collaborating with small teams on projects
- prioritising tasks
- researching, summarising and presenting information.

Each trainee will be allocated a named supervisor whose will be responsible for

- ongoing training and development
- regular supervision and support to agree goals and training required
- support with basic skills, such as attendance, timekeeping and teamwork
- one to one mentoring; support and supervision.

LCAs have long experience of supporting large numbers of volunteers from a wide range of backgrounds, performing a variety of different roles. Many have existing partnerships with local universities and regularly take on students studying law or other relevant courses on work placements to allow the students to gain practical experience and skills and to boost the organisation's advice capacity.

LCAs have experience of delivering financial capability programmes to help individuals or groups of individuals to better manage their money and have more confidence in selecting and using financial products. As the young people on work placement will be moving off Universal Credit, it is likely that they could benefit from regular one-to-one financial capability support and in most cases, this can be offered in-house, as part of our overall support package.