



Rural Cambs

Community Adviser

Thank you for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role, profile and personal specification
- Our values
- 3 things you should know about us
- How Citizens Advice Rural Cambs works
- What we give our staff



Terms and conditions

- **Location:** The post holder will work from CARC offices
- **Hours:** 37 hours per week (negotiable, job share considered)
- **Salary:** £25,262 to £29,225 (FTE equivalent) Salary increase pending
- **Type of contract:** Fixed term until 31st March 2029



The Role

To deliver high-quality, client-focused generalist advice to members of the public across rural Cambridgeshire. Working with individuals and families facing a wide range of challenges, the post holder will provide information and guidance to help clients understand their options and take steps to resolve their problems.

This is a community-based role, delivering advice where it is most needed. The Adviser will work flexibly across a range of settings, including outreach venues, community hubs, foodbanks, and a fixed office base, ensuring services are accessible, visible, and responsive to local communities. Advice will be delivered through multiple channels, including telephone, web chat, email, and face-to-face appointments.

The Adviser will support clients on a broad spectrum of issues, including benefits, debt, housing, employment, family matters, and immigration. They will explore clients' circumstances, identify key issues, and provide practical support to help resolve problems. This may include drafting letters, making phone calls, or referring clients to specialist services or partner organisations.

The role requires all work to be delivered in line with Citizens Advice quality standards, ensuring advice is accurate, impartial, and confidential. The Adviser will also contribute to research and campaigns work and support continuous service improvement.



Role Profile

Key Responsibilities

Advice and Casework

- Provide comprehensive advice on a wide range of issues such as benefits, budgeting, debt, energy, housing, employment, family and immigration
- Deliver advice through a range of channels: face to face, within community settings, telephone, and online.
- Interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.
- Support clients to take action to resolve their issues. This might include drafting or writing letters, making phone calls,
- Refer clients to internal and external specialist services as needed.
- Maintain accurate and timely case records in line with Citizens Advice quality standards.

Case and Project Management

- Manage and maintain individual workload, ensuring compliance with contractual and quality assurance requirements.
- Track and achieve individual and service-wide performance targets (KPIs).
- Produce case studies and record client outcomes to support project evaluation and reporting.

Research and Campaigns

- Contribute to Citizens Advice's research and campaign work by identifying trends, gathering evidence, and sharing insights.

- Raise client awareness of opportunities to engage in campaigns and systemic change initiatives.

Community Engagement and Partnership Working

- Attend relevant internal and external meetings as agreed with line lead
- Develop and maintain effective partnerships with external agencies, stakeholders, and referral partners to support holistic client care.

Professional Development

- Maintain up to date knowledge of legislation, policies and procedures and undertake appropriate training.
- Actively participate in supervision, team meetings, and peer learning sessions.

Administration and Monitoring

- Ensure all work is accurately recorded in line with Citizens Advice policies and procedures.
- Use IT systems effectively for data collection, document production, and information reporting.

Other Duties

- Positively represent Citizens Advice Rural Cambs in all interactions and uphold its values and policies.
- Encourage good teamwork across the CARC service and share best practice.
- Work cooperatively and collaboratively with other staff and volunteers to provide holistic advice.
- Comply with health and safety policies and contribute to a safe working environment for all.
- Undertake any other duties commensurate with the role to support the delivery and development of the service.



Person specification

Essential Criteria

1. Commitment to the aims, principles, and policies of the Citizens Advice service.
2. A strong understanding of equality, diversity, and inclusion, and its practical application in advice provision.
3. Proven ability to interview clients using effective questioning and listening skills to identify issues and empower clients.
4. Experience supporting vulnerable clients and handling complex or sensitive situations.
5. Experience providing advice on a range of issues (e.g. benefits, debt, housing) across multiple channels, including face-to-face and remote delivery.
6. Strong interpersonal and communication skills, with the ability to explain information clearly and adapt to different audiences.
7. Good literacy, numeracy, and IT skills, including accurate case recording and handling financial information.
8. Ability to research, analyse, and present information clearly.
9. Ability to manage workload independently while working effectively as part of a team.
10. Commitment to maintaining high-quality standards and undertaking ongoing training.
11. Understanding of social issues affecting clients and their impact on service provision.
12. Access to a vehicle for travel between sites, where required (mileage allowance provided)

Desirable Criteria

1. Recognised advice qualification (e.g. Citizens Advice Generalist Adviser Certificate, Level 3 Certificate in Information, Advice and Guidance, or equivalent).



Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.



3 things you should know about us

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. 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.

3. 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 Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice. We also support clients in East Cambridgeshire through various projects.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday (this is in addition to annual leave entitlement)
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Programme
- Shopping and Lifestyle benefits scheme



Valuing inclusion

Our staff and volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, neurodiverse, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.