# MUSSELBURGH AND DISTRICT CITIZENS ADVICE BUREAU

# JOB DESCRIPTION

**Post:** Universal Support Officer

**Hours of work:** 24 hours per week to be worked over 5 days

(Fixed Term January 2020)

**Salary:** £23,697 pro rata

**Summary of main responsibilities:**

* To provide a ‘front of house’ and triage function for the drop-in general advice service
* To ensure that the bureau is equipped to support clients seeking help with Universal Credit
* To assist the Volunteer Support Officer with the delivery and monitoring of a quality service
* To lead with the recruitment, training and attendance of reception and admin volunteers.
* To utilise new technologies to widen access to the service.

**Main duties:**

1. To deliver a welcoming and stress free environment for clients and volunteers and assist the Volunteer Support Officer by triaging clients where necessary.
2. To support the work of the volunteer receptionists by providing administrative support in terms of client records, mandates, appointments, statistics and surveys and provide reception cover where necessary.
3. To support clients needing help with Universal Credit claims and ongoing journal issues, liaising where appropriate with bureau staff and other relevant agencies.
4. To take the lead over the recruitment and training of reception and admin volunteers.
5. To produce regular reports as required for the Chief Officer, funders and the Board.
6. Undertake any other tasks as required by the Chief Officer.
7. Adhere to Aims, Principles and Policies of Citizens Advice Bureau

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge** | **Essential** | **Desirable** |
| Educated to degree level or equivalent | P |  |
| Completion of CAB Adviser Training Programme |  | P |
| Proven training skills | P |  |
| Customer Service focussed | P |  |
| **Experience** |  |  |
| Experience of delivery of advice and information to clients | P |  |
| Experience of preparing and delivering training sessions |  | P |
| Experience of inter-agency working | P |  |
| Experience of managing staff / volunteers | P |  |
| **Skills and attributes** |  |  |
| Excellent communication skills both verbal and written | P |  |
| Ability to work without supervision and prioritise workload | P |  |
| Excellent Digital and IT skills | P |  |
| Presentation skills | P |  |
| Full driving licence |  | P |
| **Values and attitudes** |  |  |
| Openness to flexible working | P |  |
| Strong Customer Service focus | P |  |
| Committed to the aims and principles of the CAB service | P |  |
| Commitment to team working | **P** |  |
|  |  |  |
| **Additional Requirements** |  |  |
| PVG Disclosure at the Basic Level |  | P |