



Job Title: Adviser

Location: Merthyr Tydfil (with delivery across face-to-face, telephone, and digital channels)

Hours: 37 hours per week

Salary: £26,078

Reports to: Advice Team Leader

Organisation: Citizens Advice Merthyr Tydfil

Job Purpose

To provide high-quality, holistic advice and information across a range of topics including welfare benefits, Universal Credit, debt and income maximisation, and generalist advice in areas such as housing and employment. Advice will be delivered through a mix of channels, including face-to-face, email, web chat, and primarily via telephone. The role supports clients living in Merthyr Tydfil and across the country, and requires a strong commitment to delivering client-centred, accurate, and effective advice in line with Citizens Advice quality standards.

Key Responsibilities

Advice Giving

- Interview clients using sensitive listening and questioning skills to fully understand their needs and support them to identify priorities and next steps.
- Provide advice on welfare benefits (including Universal Credit), debt, income maximisation, housing, employment, and related matters.
- Research and explore all available options and implications so clients can make informed decisions.
- Use Citizens Advice AdviserNet and other online tools to find, interpret and communicate accurate, up-to-date information.
- Act on behalf of clients where appropriate e.g. writing letters, making telephone calls, or drafting calculations and appeals.
- Negotiate effectively with third parties such as DWP, housing associations, creditors, and employers where required.

- Ensure all advice meets the Advice Quality Standard and Citizens Advice quality framework requirements.
- Maintain high-quality, detailed case records using digital case management systems (e.g. Casebook) for continuity, monitoring, and reporting.
- Meet internal expectations for productivity and quality, including maintaining high RAYG (Red-Amber-Yellow-Green) ratings.

Research & Campaigns

- Contribute to Citizens Advice research and campaigns work by identifying and recording case evidence that highlights wider social policy issues.
- Alert clients to their potential role in contributing to campaign actions where appropriate.

Professional Development

- Keep up to date with current legislation, case law, and policy changes across advice areas, undertaking ongoing training as necessary.
- Complete MAPS/WiserAdviser training as required for your advice areas.
- Actively participate in team meetings, supervision, quality assurance processes, and reflective practice.

Administration

- Attend internal and external meetings as agreed with your line manager.
- Record client data accurately and consistently in line with organisational systems and funding requirements.
- Ensure compliance with internal procedures and contribute to maintaining efficient office systems and workflows.

Other Duties

- Complete all mandatory training and development activities as required for the role.
- Support the delivery and development of the wider advice service through teamwork, flexibility, and a positive approach to change.
- Participate in quarterly performance monitoring, regular case checking, and Individual File Reviews (IFRs) as part of service quality assurance.

Person Specification

Essential Criteria

1. *A strong commitment to the aims, principles and policies of the Citizens Advice service.*
2. *Demonstrable understanding of and commitment to equality, diversity, and inclusive service delivery.*
3. *Proven ability to interview clients using sensitive listening and questioning skills while maintaining meeting structure and control.*
4. *Understanding of current social issues (e.g. cost of living crisis, benefit reform, employment insecurity) and their impact on clients.*
5. *Ability to research, analyse, and interpret complex information and communicate it clearly both verbally and in writing.*
6. *Ability to understand and accurately check financial calculations (e.g. benefits entitlements, budgeting, overpayments).*
7. *Ability to prioritise workload, manage time effectively and work under pressure to meet deadlines.*
8. *Competent in using IT for case recording, document production, communication, and online information research.*

Desirable Criteria

- Previous experience providing advice in a Citizens Advice or similar environment.
- Knowledge of the benefits system, debt advice processes, or housing legislation.
- Ability to speak Welsh.