



Purpose of the role

- To help provide an effective and efficient advice service to members of the public.
- To record information about client's problems, to help Citizens Advice influence government and other organisations' policies and practice.

Main duties and responsibilities may include:

- Interviewing clients, either face-to-face or on the telephone, letting the client explain their enquiry and helping them to set priorities.
- Finding, interpreting and communicating the relevant information and exploring options and implications in order that the client can come to a decision.
- Acting, where necessary, on behalf of the client, negotiating, drafting or writing letters or making appropriate referrals.
- Completing clear and accurate case records.
- Recognising the root causes of problems and any related issues, and taking appropriate action.
- Keeping up to date on important issues by attending the appropriate training and by essential reading.
- Attending bureau meetings.

Personal skills and qualities that an adviser needs:

- A commitment to the aims and principles of the CAB service.
- Good communication skills, both orally and in writing, ability to use computers.
- Being enthusiastic and approachable.
- Ability to assess information and extract what is relevant.
- Basic maths skills.
- Respect for different views, values and cultures.
- An understanding of why confidentiality is important.
- A positive attitude to self-development and assessment.
- Flexibility and ability to work as part of a team.
- Ability to recognise their own limits and boundaries in the role.