

## Generalist Adviser

We are looking to recruit highly motivated individuals to be Generalist Advisers to complement our volunteer advice team. You will be required to deliver multi-channel remote advice (telephone, digital and virtual face-to-face) to North Somerset residents on a wide range of issues such as benefits, debt, housing, employment, family and immigration. You may also be required to deliver face-to-face advice from time to time in a Covid-19 safe environment from locations across North Somerset.

The successful candidate(s) will have generalist advice experience in a Citizens Advice or equivalent setting and will need to have good communication skills and a commitment to delivering a high-quality service. Generalist Advice training will be available for the right candidates.

Locations: Remote working / locations across North Somerset

Hours: Up to full time (37.5 hours per week) with an opportunity for job share

Contract: Permanent

Salary: £18,500 to £22,500 depending on experience

Citizens Advice North Somerset (CANS) is an established and well-regarded local independent charity who provide free, impartial and confidential advice. We undertake research & campaign work to influence policy makers and to effect change. We work in partnership with the Local Authority, The Legal Aid Agency, Macmillan Cancer Support, The Money Advice Service, Wessex Water and many more local and national partners to deliver our advice services to over 7,000 clients living and working in North Somerset.

The application pack is available on our website: [www.nscab.org.uk](http://www.nscab.org.uk). For an informal conversation about the role please email [katherine.hutton@nscab.org.uk](mailto:katherine.hutton@nscab.org.uk) or call 01934 836204.

Closing date: Monday 3<sup>rd</sup> August 2020 at midday

Interviews to take place on 6<sup>th</sup> / 7<sup>th</sup> August 2020

Completed applications to be emailed to [admin@nscab.org.uk](mailto:admin@nscab.org.uk)