

JOB DESCRIPTION

Role Title:	Consumer Service Adviser
Grade:	£16,000 per annum (rising to £17,000 following six months probationary period)
Reporting To:	Consumer Service Team Leader
Location:	Citizens Advice Manchester Albert House, 17 Bloom Street, Manchester M1 3HZ

PURPOSE OF THE JOB

The principal focus of the post is to:

1. Be the initial point of contact for consumer enquiries.
2. Make contact with referred customers by telephone/digital channels to undertake an assessment of their consumer advice needs to direct them towards the most appropriate advice to support in the resolution of their problem.
3. Work in accordance with the performance and quality standards of the consumer service

MAIN DUTIES & RESPONSIBILITIES

1. Service Delivery

- 1.1 To deliver an excellent customer service.
- 1.2 To conduct short, focused interviews either by telephone or digitally to explore the customers situation and issues that need resolving.
- 1.3 To make a judgment about what the next steps should be, based on understanding the problem, the customers capability and effective use of resources and other agencies which provide advice.
- 1.4 Where appropriate to provide quality assured assisted self-help information/early intervention information.
- 1.5 Where appropriate refer or signpost customers to one of the external partners in line with documented procedures.
- 1.6 To ensure all customer work is entered onto the relevant case recording system (FLARE 21).
- 1.7 To maintain detailed and accurate statistical information as required by the Consumer Service.
- 1.8 To staff the telephone during the Service opening hours.

2. Referral and Signposting Management

Where additional advice needs are identified follow our documented procedures to refer or signpost those customers to an:

- Agreed external partner
- Local Citizens Advice

3. Performance and Quality Standards

- 3.1 To meet the individual key performance targets and performance targets of the Consumer Service daily, weekly, monthly and annually.
- 3.2 To adhere to the documented Consumer Service quality standards.

4. Team Working

To work collaboratively with volunteers by providing:

- Day to day on-site support and guidance.
- On-going coaching and mentoring.

5. Personal Development and Training

- 5.1 To attend regular support and supervision meetings and annual appraisal as required.
- 5.2 Self-identify own development needs and attend training opportunities.
- 5.3 To maintain an up to date knowledge of consumer law and changes in consumer practices.
- 5.4 To attend staff meetings as required.

6. Research and Campaign Work	
6.1	To identify trends and research and campaign issues and communicate these to the Team Leader.
6.2	Keeping up to date with current research and campaigns priorities, initiatives and plans.
7. Policies and Procedures	
7.1	<p>Health & Safety</p> <ul style="list-style-type: none"> • To abide by the health and safety guidelines and share responsibility for own safety and that of colleagues. • To notify immediately the line manager of all issues that may detrimentally affect the health and safety of staff, volunteers, customers and visitors.
7.2	<p>Equalities/Diversity</p> <ul style="list-style-type: none"> • The post holder must have due regard in the planning and execution of their duties at all times to the Citizens Advice Equal Opportunities Policy (“Stand Up for Equality”). • At all times, promote the aims, principles, policies, interests and wellbeing of the organisation and to protect its integrity and reputation, and to ensure that the Service complies the Citizens Advice Race & Diversity Scheme, the legal requirements laid down in the Human Rights Legislation and Disability Discrimination Act and any other relevant legislation.
7.3	<p>Information Technology</p> <ul style="list-style-type: none"> • Adhere to good practice with regard to acceptable ICT use.
8. Other Duties	
8.1	A job description does not constitute a ‘term and condition of employment’. It is provided only as a guide to assist the employee in the performance of their job and is not included to be an inflexible list of tasks.
8.2	CAM and CAS are fast moving organisations and therefore employee’s duties may be varied from time to time. The post holder accepts that they may be asked to undertake any other work or duties as may reasonably be required within the scope of and commensurate to the nature of the post as and when required.