

Generalist Adviser GP Project

Person specification

Essential Criteria

1. At least one year experience of providing high quality advice at generalist level with a sound knowledge of generalist enquiry areas, in particular welfare benefits and debt
2. Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
3. Understanding of the issues affecting society and their implications for the client and service provision.
4. Proven ability to work out benefit calculations and better-off calculations in a system where Universal Credit and legacy benefits operate alongside,
5. Proven ability to research, analyse and interpret complex information, understanding statistics and checking the accuracy of calculations and produce and present clear reports verbally and in writing.
6. The capacity to work unsupervised or with minimal supervision
7. Good communication and IT skills to deal efficiently with queries, using online information and recording cases on our IT system
8. The ability to meet deadlines and manage your workload in a pressured environment
9. Proven understanding of equality and diversity and its application to the provision of advice.
10. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.

Desirable Criteria

11. Full driving licence