

# ADVISER ROLE

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**Expectation of 2 days per week for 18 months  
from 9:30am to 4:30pm.**

## **Purpose of the role**

- To help provide an effective and efficient advice service to members of the public
- To help influence government and other organisations by informing them of the effect of their actions on the lives of clients.

## **Main duties and responsibilities may include:**

- Interviewing clients, both face-to-face and on the telephone, letting the client explain their enquiry and helping the client 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 participating in 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 Citizens Advice Enfield service.
- Excellent communication skills
- Being open and approachable
- Ability to communicate clearly both orally and in writing
- Ability to sift through information and extract what is relevant
- Basic mathematical skills, including percentages
- Respect for views, values and cultures that are different to their own
- An understanding of why confidentiality is important
- Being open to using computers on a regular basis
- A positive attitude to self-development and assessment
- Ability to work as part of a team
- Ability to recognise their own limits and boundaries in the role.