Recruitment Pack

Generalist Adviser
36.25 hours per week

Thank you for expressing an interest in the position of **Generalist Adviser**

Every year we help up to 16, 000 people in Salford, we are proud of that achievement and know it is only possible because of the huge levels of commitment shown by our staff and volunteers.

We know there is still more we can do for our communities and have big ambitions to develop our service, both in terms of the scope of our work and ways we deliver our advice.

We're excited that you want to be part of the team and look forward to receiving your application.

Inclusion

Citizens Advice Salford recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable.

Citizens Advice Salford will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

About Citizens Advice Salford

The first Citizens Advice opened in Salford in September 1939, established in the aftermath of the first world war and provided, amongst other initiatives, a casework service for families in need.

Since then, we have continued to grow as a frontline service, finding innovative solutions to the advice needs of our community through free, confidential and independent advice and information services.

The aims of the Citizens Advice service are:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Citizens Advice Salford is a charity, dependent on a workforce of paid staff and over 80 trained volunteers. We operate over 4 permanent sites in Salford, Eccles and Walkden and outreach locations in the city, which we are continually reviewing to ensure we are reaching the people most in need of our services. We also provide advice via email and phone.

We are a member of National Citizens Advice which provides the extensive information system we use to advise clients and sets standards for advice, training, equal opportunities and accessibility in our offices.

We receive funding from Salford City Council and Salford Clinical Commissioning Group; which helps support our generalist advice service which gives advice on a wide range of subjects such as; benefits, work, debt & money, consumer, family, housing, law & courts, immigration and health. We also receive funding from other major contributors which helps run our specialist advice projects.

Our projects and specialist services

Macmillan Advice Service

We provide advice and support to those diagnosed with cancer, ensuring that the needs round finances and benefits, employment and housing issues are met within a seamless and accessible provision.

Private Sector Housing Advice Service

A service providing specialist advice service for people living in private tenancies, helping those experiencing landlord harassment and disrepair, rent increase and eviction.

Salford Loaves and Fishes
We have a long history of providing advice services to Salford Loaves and Fishes (a centre who work with homeless and vulnerable people), this work involves providing advice and training for staff and service users.

Money Advice Services
We have a large money advice contract which provides specialist debt advice and casework across the city.

Citizens Advice Aims and Principles

Aims:

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.
The service aims:

- To provide the advice people need for the problems they face,
- To improve the policies and practices that affect people's lives,

Principles:

Independence: The service provided by Local Citizens Advice Bureaux is completely independent. Local Citizens Advice are therefore able to offer impartial advice to all clients and to take up any issue with the appropriate authority on behalf of individuals or groups.

Impartiality: The service provided by Local Citizens Advice is impartial. It is open to everybody, irrespective of ability, age, gender, gender identity, race, religion or belief, sexual orientation and social or economic status. Advice and help will be given on any subject without any preconceived attitude on the part of the bureau.

This guidance must be seen in the context of the service's other principles of free, independent and confidential advice, and its equality and diversity policies.

Appropriate action will be taken on behalf of the client regardless of how unpopular or unpalatable it may be with the community or the Local Citizens Advice itself. The provision of an impartial and objective service demands that bureau staff must

recognise their own prejudices and take action to control their feelings when dealing with a particular client.

Political Impartiality: The Citizens Advice service requires that personal views do not impair the objectivity of the advice and assistance given, or restrict its availability or deter sections of the community from making use of the services of the Local Citizens Advice, or deter funding authorities from helping bureaux to achieve their aims.

As a voluntary movement the Local Citizens Advice service draws strength from the diversity of its members (trustees, volunteers or paid staff). Harnessing the differences into a creative force requires an impartial stance towards those differing ideologies which are held by both providers and consumers of the service.

Impartiality is basic to the furtherance of both the Citizens Advice service's aims.

Confidentiality: Citizens Advice offer confidentiality to enquirers. Nothing learned by a Local Citizens Advice from enquirers, including the fact of their visits, will be passed on to anyone outside the service without their express permission.

Free: Local Citizens Advice services are provided free to clients at the point of delivery. Each Local Citizens Advice and Citizens Advice nationally, is responsible for operating within the principles of the service and protecting the Citizens Advice brand. At the same time it is also recognised that we all need room for innovation without deterring people from seeking advice for fear of the cost.

Campaigning & Research: The two aims of the Local Citizens Advice service are equal. Local Citizens Advice are in a unique position to exercise an influence on social policy both locally and nationally. It would be irresponsible to fail to analyse or to pass on evidence of poverty, ignorance, injustice or inefficiency of administration which may be acquired in the furtherance of the social policy aim "to improve the policies and practices that affect people's lives".

Analysis of the workload is also vital to the efficient management of the service. It is the duty of the service to comment on policies which adversely affect its clients. Each issue must be handled in a non-party-political manner and requires sensitivity of approach.

Information about the role

Role	Generalist Adviser
Salary	£27,000 to £29,360 (dependent on experience)
Employee Benefits	Employer pension 6% Employer Assistance Programme Holidays 28 days per year rising to 30 days
Location	Various locations across Salford
Hours	36.25 per week
Reporting to	Senior Manager Operations

Citizens Advice Salford is a growing and ambitious organisation determined to deliver the highest quality services to the communities we serve. We are the leading provider of information, advice and casework services in the City helping 16,000 clients every year

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds.

We particularly welcome applications from people with disabilities and people from Black, Asian and Minority Ethnic groups, as they are currently under-represented in our workforce.

Closing date	20/11/2026 at 9am

Role profile and Person Specification

Role profile

To provide advice from a combination of Citizens Advice Salford outlet and partner locations, across the city as required over the course of the week between the hours of 9am - 4.30pm. The work will be undertaken without supervision so the successful applicant will have experience of working independently in an advice setting across all social welfare categories.

Advising

Provide generalist advice to the public.

Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.

Use the Citizens Advice information system to find, interpret and communicate relevant information to our clients.

Research and explore options and implications so that clients can make informed decisions.

Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.

Negotiate with third parties such as statutory and non-statutory bodies as appropriate.

Ensure that all work conforms to our QAA and LSA membership requirements.

Ensure that your work reflects and supports the Citizens Advice service's equality and diversity strategy.

Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Professional Development
Keep up to date with legislation, policies and procedures and undertake appropriate training.

Administration
Attend relevant internal and external meetings as agreed with line manager. Prepare for and attend supervision meetings as appropriate.

Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.

Ensure all work conforms to the organisation's systems and procedures.

Other

Complete required training to comply with quality assurance processes.

Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the advice service

Demonstrate commitment to the aims and policies of Citizens Advice Salford

Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.

Person Specification

1. At least 12 months experience (full time equivalent) of providing generalist advice - this should include welfare benefits, housing, employment and immigration (IAA level 1.)

2. An understanding of the main enquiry issues involved in assessing clients' problems.

3. A commitment to going 'above and beyond' to help clients achieve outcomes that will make a real impact in their lives.

4. Ability to interpret complex information and convey it in a way that is understandable to clients.

5. Experience of using IT including online systems and resources to support the delivery of advice.

6. Effective written and oral communication skills through a variety of channels, including Face to Face, Telephone & Email

7. Good data entry skills and an ability to record information quickly and precisely

8. Ability to learn new information, develop your skills under pressure and to work without supervision.

9. The commitment to participate in an ongoing training programme to defined targets and assessments

10. Ability to assist with research and campaigns works by providing information about clients' circumstances

11. Ability to work closely with partner organisations and the ability to deliver services on their sites.

12. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.

13. Ability to meet high targets and excel against objectives.

14. Ability to work flexibly and under pressure.

15. Flexibility to travel between and work from a number of locations across Salford between 9am-4.30pm during the course of the week.

Want to chat about the role?

If you want to have a chat about the role further, you can contact gareth.hughes@citizensadvicesalford.org.uk

Completing your application

It is essential that you carefully read the job description and person specification.

However, when you fill in the application form **the most important document is the person specification.**

You should go through this point-by-point and show on your application form how you have the particular experience or skills asked for. You should give examples to evidence your statements. Typically, these examples will be things you have done in the past or responsibilities that you have at present. Where relevant you should explain the results you achieved as well as describing the activity itself.

You will not be short listed for the interview unless you clearly demonstrate how you meet the requirements of each person specification point. **We are therefore unable to accept Curriculum Vitae.**

We usually experience a very high volume of interest in our posts and unfortunately do not have the resources to respond to applicants that have not been shortlisted. Therefore, if you have not heard from us within one week of the closing date please assume that your application has been unsuccessful on this occasion.

How to apply

Applications should consist of:

- A completed application form (CVs will not be considered unless expressly requested).
- A diversity monitoring form.

Recruitment timeline

20/11/26 at 9am

Equality and Fairness in Recruitment

We are fully committed to stand up and speak up for those who face inequality and disadvantage.We want this to be reflected in the diversity of the people who work for us. To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

We judge the application, not the person. The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Disclosure and Barring Service Checks (DBS)

All Citizens Advice Salford positions require the successful candidate to undergo a Standard DBS check.

Criminal Convictions

Having a criminal record will not necessarily bar you from working for Citizens Advice Salford and our policy is in place to make sure ex-offenders are treated fairly. However, our national policy is that we will not take on anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.