

A blue speech bubble containing the text 'citizens advice' in white.

**citizens  
advice**

**North East  
Derbyshire**

# **Job Pack**

**Trainee Generalist  
Adviser**





**Thank you for your interest in working at Citizens Advice North East Derbyshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice North East Derbyshire.**

## **In this pack you'll find information about:**

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# About Us

For over 50 years Citizens Advice North East Derbyshire has been providing free, independent and impartial advice to residents of North East Derbyshire and Bolsover Districts.

We are proud of our longstanding commitment to providing advice to our local community and, along with the other Derbyshire local Citizens Advice services, we have led the way nationally through our partnership with Derbyshire Public Health and GP surgeries to provide advice in a variety of GP surgeries and community venues to meet people at the point of need.

In recent years we have innovated our service to introduce more telephone and digital advice provision, whilst still maintaining excellent standards of advice and client feedback.

As part of the national Citizens Advice network we have a nationally recognised brand which is trusted. Our research and evidence have a real impact on behalf of those who rely on us. We link with a wide network which gives us access to support and knowledge, whilst at the same time we are locally focussed with insight into the issues facing our local community.



# The Role

This new role has been made possible thanks to additional funding secured in response to the continued high cost of living, which is affecting many households across our communities. As a trainee position, it offers a comprehensive training and support package to help you build the skills needed to provide vital advice and information to local people. However, we are also keen to hear from experienced advisers who are looking for a new opportunity to make a difference.

By joining us, you'll play a crucial part in helping people across North East Derbyshire and Bolsover navigate financial pressures and access the support they need. If your application is successful, you will be given a thorough induction and training programme within Citizens Advice to allow you to deal with a full range of enquiries for both telephone and face to face interactions. The training will enable you, for example, to advise people on their employment rights, if they are getting the right benefits, what to do if they have been given notice to leave their home. You will also be trained in how to interview clients and make a record of the interviews. You will be fully supported in your work with clients.

After training we will continue to develop you and your skills. You are expected to travel around the North East Derbyshire and Bolsover Districts to a number of locations.

This role will be based from our Clay Cross office but we are open to requests for hybrid working subject to manager approval upon successful completion of training.

Citizens Advice North East Derbyshire is a Living Wage employer and we commit to paying the Living Wage as a minimum standard for our employees as well as ensuring that we pay a fair wage for the work done.

To apply email an application form (available from our [website](#)) to [recruitment@nedcab.org.uk](mailto:recruitment@nedcab.org.uk).

# Job Details

<b>Job Title:</b>	<b>Trainee Generalist Adviser</b>
<b>Location:</b>	<b>Clay Cross</b>
<b>Hours:</b>	<b>37 hours p/w</b>
<b>Salary:</b>	<b>£24,242 – £28,533</b> (See also 'What we give our staff')
<b>Contract Type:</b>	<b>Fixed term to 31 March 2026</b> (Extension subject to funding)
<b>Start Date:</b>	<b>ASAP</b>
<b>DBS:</b>	<b>Basic</b>
<b>Closing Date:</b>	<b>12:00pm Monday 21 July 2025</b>
<b>How to apply:</b>	<b>Email an application form to <a href="mailto:recruitment@nedcab.org.uk">recruitment@nedcab.org.uk</a></b>



# Role Profile

## **After training the adviser role Incorporates the following:**

- Interviewing 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 website to find, interpret and communicate the relevant information.
- 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 the organisation's office manual and the Advice Quality standard / other funding requirements, as appropriate.
- Ensure that 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.

## **Research & Campaigns**

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- 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 supervisor session/team meetings/staff 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 task that may be within the scope of the post to ensure the effective delivery and development of the service.
- Work closely with stakeholders to build and promote the project.



# Person Specification

**Essential Criteria** (Applicants must demonstrate these points in the application form)

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Understanding of equality and diversity and its application to the provision of advice.
3. Excellent interpersonal and communication skills.
4. An understanding of the issues affecting society and their implications for the client and service provision.
5. A proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing (this experience could be from education, hobbies, volunteering or employment).
6. Ability to understand statistics and check accuracy of calculations.
7. Good organisation skills
8. Knowledge of IT systems
9. Willingness and ability to travel within North East Derbyshire and Bolsover

In accordance with our policies this role requires successful applicants to have a DBS check. However, a criminal record will not necessarily be a bar to your being able to take up the job.



# What we give our staff



**Enhanced Annual Leave**



**Pension Scheme**



**Hybrid working available**



**Contractual Sick Pay**



**Ongoing training opportunities**



**EAP, Health & Wellbeing Provision**





## **Enhanced Annual Leave**

Full-time employees are entitled to 8 weeks paid annual leave in each annual leave year (which includes all statutory holidays). In the case of full-time employees working a five-day week, this equates to 40 days paid annual leave (including the eight statutory holidays).

## **Contractual Sick Pay**

Employees are entitled to additional sick pay based on length of service up to a maximum of three months full pay and three months' half pay.

## **Hybrid Working**

Many of our staff work from a mixture of office, outreach or home locations. We are happy to organise this subject to the needs of the service and manager approval.

## **Pension Scheme**

Citizens Advice North East Derbyshire provides an employee pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

## **Health Provision**

We provide a Wellbeing programme which includes a private health scheme (via Health Shield) for employees who wish to opt in as well as access to an Employee Assistance Programme. Working in collaboration with Derbyshire County Council we have been awarded the 'We Pledge' certification for making mental health a priority in our work place.

## **Equality & Diversity**

We recognise the positive value of diversity, promote equality and challenge unfair discrimination. We recognise people with diverse 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. We 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 factor that is not relevant to your potential employment. Our values include a commitment to equality and fairness, and to valuing each other. We expect all employees to have read, understood and behave in accordance with the principles of our Equality and Diversity Policy.

## **Dignity at Work**

Citizens Advice North East Derbyshire is committed to providing a culture in which all staff value each other and can work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Our values include commitments to work together and value each other.



# We can't wait to hear from you

## References

Job offers are conditional subject to satisfactory references. Ideally these should both be from former employers, but Citizens Advice North East Derbyshire will consider academic or personal references from people who are able to comment on the candidate's suitability for the role. References will be requested once a conditional offer of employment has been made.

## Criminal Convictions

Anyone who applies to work with Citizens Advice North East Derbyshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working with Citizens Advice North East Derbyshire - much will depend on the type of job you have applied for and the circumstances of the offence.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned, the role of Trainee Generalist Adviser requires completion of a DBS check.

For further information please email [recruitment@nedcab.org.uk](mailto:recruitment@nedcab.org.uk)