**ADVISER posts (Ref.Oct 21)**

1 x 35 hours and 1 x 17.5 hours (job share would be consider for the full-time position)

**Location:** **Belfast**

**Salary** **£25,712.92** **p.a.**

**Contract** **Fixed term until March 2022**

**Holidays** **25 days plus 13 days public holidays p.a. or pro-rata for part-time**

**Probation** **6 months**

**Pension** **Auto-enrolment pension contribution with the Workers Pension Trust**

**Death in service** **4 times annual gross annual salary**

**Health Care** **Westfield Health Care Plan fully funded by Advice Space**

**About Advice Space**

Would you like to join a dynamic, growing organisation where you can really make an impact, not just on the company but to improve the lives of people in Northern Ireland?  We are looking for passionate and motivated people to join our team and drive a positive experience with our service users.

Advice Space, formerly Citizens Advice Belfast, is all about making sure that advice services are accessible and available across Northern Ireland. We support clients in delivering quality advice services and speaking up for them where we can.  We work with lots of other charities developing and delivering specialist advice services to their service users.

For more information visit our website:  <https://www.advicespace.me/>

**Key duties**

Service Delivery

* Provide advice covering a broad subject range
* To keep up to date with new developments, social trends and local needs that might affect demand for advice or suggest opportunities for service development.
* Maintain detailed case records necessary for the continuity of casework, information retrieval, statistical monitoring and report preparation.
* Use a range of information resources to find, interpret and communicate the relevant information.
* Research, explore options and implications so clients can make informed decisions.
* Act for the client where necessary by calculating, negotiating, drafting, writing letters and telephoning, negotiating with third parties as appropriate and making referrals.
* Maintain confidentiality of information in line with our policies and legislative requirements.
* Ensure your work conforms to quality/compliance standards.

**Operational**

* Production of statistical and other reports as required.
* Liaise with the Operations Manager on meeting targets.
* Work flexibly and collaboratively, cooperating with your co-workers to ensure the smooth operation and delivery of the service.
* To be proactively involved in the development of the service including partnerships and fundraising initiatives.

**Volunteers**

* Ensure volunteers are supported and motivated in keeping with our policies, good practice procedures and legislation.
* Ensure good communication
* Encourage volunteers to be proactively involved in the development and improvement of our service.

**Office Management/Health and Safety**

* Ensure the effective operation of office, health and safety, fire procedures as required
* To take reasonable care for the health and safety of self, employees and others who may be affected whilst in our premises.
* Offer suggestions on improvements in reduction of costs and opportunities to increase income.

**Developing a local presence**

* To maintain and build effective local relations with appropriate authorities, agencies, organisations and individuals at local and regional level, including councillors and local government officers and act as an ambassador for the organisation.

**General**

* Keep up to date with our aims, policies and procedures and ensure these are followed.
* Abide by health and safety guidelines and share responsibility for own health and safety and that of colleagues.
* Contribute to maintaining good relationships with partners and actively seek out potential partners to develop referral relationships with.
* Monitor and evaluate activities appropriate to the role and contribute to the service planning process by providing regular reports and feedback on areas of responsibility.
* Undertake any other reasonable tasks within the post holder’s capacity.

**PERSONNEL SPECIFICATION**

**Education/Qualifications**

1. Educated to GCSE Level or equivalent standard.
2. Qualification in Advice work

**Experience**

1. 1 years’ experience of advice giving
2. Experience of receiving feedback objectively.
3. Experience of creating and understanding reports and spreadsheets, as well as the ability to present findings and trends.
4. Experience of using a range of IT Systems including Word, Excel, PowerPoint and SharePoint.
5. Experience of using telephony platforms, database software and online information resources.

**Knowledge**

1. Good knowledge of GDPR and client confidentiality.

**Skills**

1. Good interpersonal and communication skills, verbal and written.
2. Excellent customer service orientation.
3. Good attention to detail.
4. Good time management skills with the ability to prioritise effectively.
5. Proven ability to build relationships at all levels.
6. Proven ability to prioritise effectively, to multi-task and to cope well under pressure.
7. Numerically astute and analytical.

**Other**

1. Ability to commit to and work within, the aims, principles and policies of Advice Space.
2. Commitment to reflective performance and continuing professional development.
3. Ability to attend all Advice Space sites on an ongoing basis as required.
4. An enhanced Access NI disclosure will be required for this position.