

Assessment Officer

Job pack

Thank you for your interest in working at Citizens Advice 1066. In this job pack you will find information about:

- Citizens Advice 1066
- The National Citizens Advice service
- The role profile and person specification
- Application guidance notes



Need more information?

If you have further questions about the role, you can call 01424 721420 or contact us at recruitment@citizensadvice1066.co.uk.



To apply

Please complete the application form **in full** and return to recruitment@citizensadvice1066.co.uk

Please note that we do not accept CVs.

Citizens Advice 1066

As a member of the Citizens Advice service, Citizens Advice 1066 provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our area in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.



Our values

We're inventive – We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous – We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible – We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

Three things you should know about us

We're local and we're national

Citizens Advice 1066 has offices in Hastings and Bexhill and supports people across East Sussex through local outreach services, as well as specialist energy, immigration, and debt advice. The Citizens Advice service is made up of Citizens Advice – the national charity – and a network of over 250 local Citizens Advice members across England and Wales.

We're here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

We're listened to – and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice works

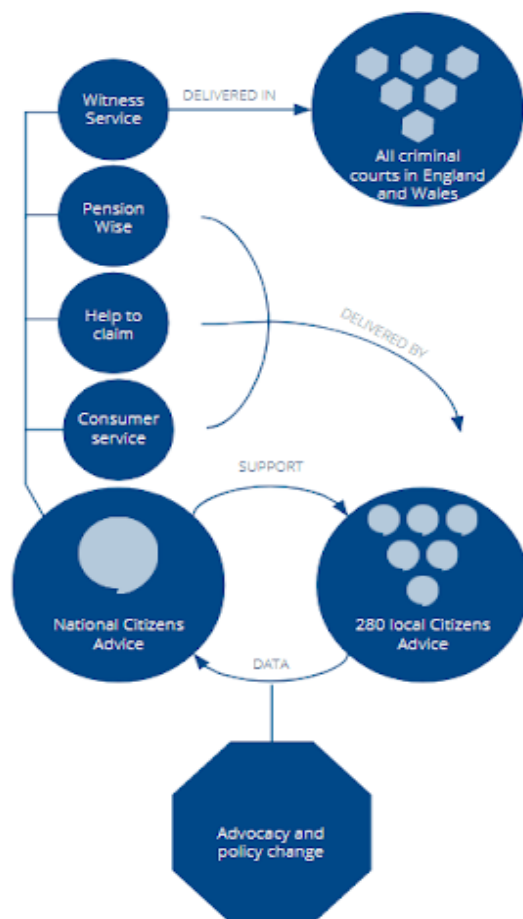
The Citizens Advice network delivers services from:

- Over 600 local Citizens Advice outlets
- Over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- Over 21,300 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.



The Role

Job title	Assessment Officer
Reporting to	CPS Service Manager
Salary	£26,471 Full-time, pro-rata part-time
Contract	Permanent. Full-time 37 hours per week (part-time hours may be considered)
Annual Leave	Full-time employees working 37 hours or more per week get 31 days of paid holiday, inclusive of the 8 bank holidays. This increases to 32 days after 3 years of continuous service, and caps at 33 days after 4 years. Pro-rata if part-time.
Work base	Office working between St Leonards and Bexhill offices

Role Purpose

The Assessment Officer is responsible for assessing applications to the Crisis Payments Service, ensuring residents experiencing financial hardship receive timely, fair and compassionate support in accordance with contractual requirements, organisational policies and Crisis and Resilience Fund guidance.

The postholder will undertake assessments, determine eligibility, identify safeguarding concerns, make award recommendations and support residents to access wider advice and resilience-building services. They will contribute to high-quality service delivery, ensuring that public funds are distributed fairly, consistently and effectively.

Job Description

Assessment and Decision-Making

- Assess Crisis Payments Service applications in line with eligibility criteria and service guidance.
- Conduct assessment interviews and gather relevant information and evidence.
- Identify urgent, complex or high-risk cases and take appropriate action.
- Make award recommendations and escalate cases requiring management approval.
- Maintain accurate records of assessments, decisions and outcomes.
- Help prevent duplication of support and identify potential fraud concerns.

Client Support and Resilience Building

- Deliver assessments using a trauma-informed and person-centred approach.
- Identify underlying issues contributing to financial hardship.
- Provide information, advice and guidance to residents.
- Make warm referrals to appropriate support services.
- Support residents to access longer-term solutions that improve financial resilience.

Safeguarding and Risk Management

- Identify safeguarding concerns affecting children and vulnerable adults.
- Follow safeguarding procedures and escalate concerns appropriately.
- Respond effectively to situations involving immediate risk or vulnerability.
- Maintain accurate safeguarding records.

Performance, Information and Quality

- Maintain accurate records using Casebook, MARS and other required systems.
- Comply with data protection, confidentiality and information governance requirements.
- Support monitoring, quality assurance and performance reporting activities.
- Contribute to learning from appeals, complaints and customer feedback.
- Participate in training and continuous improvement activities.

Partnership Working and Organisational Contribution

- Work collaboratively with colleagues, local authorities and partner organisations.
- Support effective referral pathways and coordinated client support.
- Attend meetings, supervision and training as required.
- Support the aims, values and principles of Citizens Advice 1066.
- Undertake other duties appropriate to the role.

Person Specification

Essential

1. Experience of assessment, casework, interviewing or client support.
2. Experience of working with vulnerable clients.
3. Experience of applying policies, procedures or eligibility criteria.
4. Understanding of safeguarding, equality and confidentiality requirements.
5. Ability to make balanced and evidence-based decisions.
6. Strong communication and interpersonal skills.
7. Good organisational skills and ability to manage competing priorities.
8. Ability to build effective relationships with clients and partner organisations.
9. Strong IT skills and experience of maintaining accurate records.

Desirable

10. Citizens Advice or advice sector experience.
11. Knowledge of welfare benefits, debt, housing or financial inclusion services.
12. Experience of multi-agency working.

Additional Requirement

This role is subject to an Enhanced DBS check.

Key Competencies (Citizens Advice 1066 Framework)

- Meeting Customers' Needs
- Planning and Organising
- Problem-solving and Decision-making
- Working Well Together
- Communicating and Influencing
- Managing Information and Quality
- Understanding the Business and its Environment

Guidance Notes for Applicants

Our recruitment process is competency-based. The purpose is to assess how closely your skills and experience, including voluntary and wider life experience, relate directly to the skill areas set out in the person specification. The person specification is included in the job description. For each bullet point we are looking for evidence that you meet it through experience or that it would be a logical next step on what you have achieved previously. The best applications will give examples of what you have done rather than respond on an abstract or theoretical basis. The key competencies list shows the broad areas which apply to this role. There is no need to write examples against the points in this list. We will use your responses to the person specification to inform our assessment against the competencies.

Starting your career, returning to work or looking for a fresh start?

At Citizens Advice 1066, we believe that ability and potential can be found in many different places. We welcome applications from people starting their careers, returning to work after a break, changing direction, or re-entering employment after a period of unemployment.

We know that valuable skills can be gained through education, volunteering, caring responsibilities, community activities and life experience, as well as through paid employment. We are looking for people who share our values, want to make a difference and are willing to learn.

We provide training, supervision, mentoring and opportunities for development, and several of our colleagues have joined us through entry-level roles, volunteering or after significant time away from work before progressing within the organisation.

If you do not meet every desirable criterion in the person specification, but believe you have the skills, values and potential to succeed, we would still encourage you to apply. We are committed to creating an inclusive workplace where people from all backgrounds can thrive and contribute to the communities we serve.

What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- A 37 hour (full time) working week, with a Time Off In Lieu (TOIL) system
- Full-time employees working 37 hours per week or more are entitled to 31 days' paid annual leave (including the eight statutory holidays). Increasing to 32 days after 3 years of continuous employment and capped at 33 days after 4 years. Employees contracted to work less than full-time hours will have a holiday entitlement which is calculated pro rata according to their contracted number of hours per week, as compared to a full-time employee.
- 3% employer contribution pension scheme
- Access to a mental health and wellbeing service that offers anonymous, confidential support 24 hours a day, 365 days a year
- Central locations in Bexhill and St Leonards, with good access to public transport.
- Opportunities to engage in both personal and professional development

Equality and diversity at Citizens Advice

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.

Additional information

Please see the [CA1066 website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

We wish you every success in your application, and thank you for taking the time to consider joining us.