

Financial Wellbeing Adviser (Seaview Project)

Job Pack

Thank you for your interest in working at Citizens Advice 1066 (CA1066). This job pack should give you everything you need to know to apply for this role and what it means to work in the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity.
- Guidance notes for applicants



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

We will have multiple interview dates for this role.

Please note that we **do not** accept CVs.

Citizens Advice 1066

As a member of the Citizens Advice service, CA1066 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 borough 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

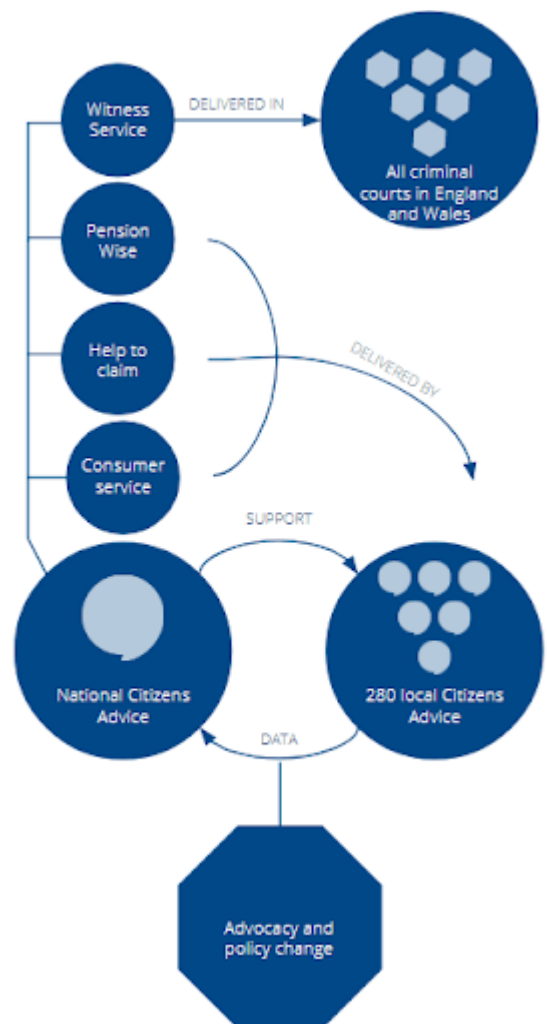
The Citizens Advice network delivers services from:

- 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 and our team

The role you're applying for is: **Financial Wellbeing Adviser (Seaview Project)**

The role will report to our Operations Manager and Partnerships and Development Manager.

You can find out more about us via:

- The [Citizens Advice 1066 website](#)
- The [national Citizens Advice website](#) and the Citizens Advice [Campaigning site](#).

The application process

1. Download the application pack (this document) and application form from the Citizens Advice 1066 website
2. Complete the application form **in full**, and submit it by email to recruitment@citizensadvice1066.co.uk in time for the closing date.
3. We will invite applicants who meet the required standard for an in-person interview at our office in St Leonards.
4. Applicants will be notified of the outcome of their application.

The Role

Role	Financial Wellbeing Adviser (Seaview Project)
Salary	£26,927 Full-time, pro rata for part-time
Hours	30 to 37 per week– subject to discussion
Location	CA1066 office in St Leonards-on-Sea when not at outreach venues
Reporting to	Operations Manager and Partnerships and Development Manager
Contract type	Permanent

Job Purpose

Provide specialist financial inclusion advice and practical support to people at risk of homelessness, experiencing homelessness, or moving into settled accommodation.

Working with Seaview Project and partner agencies, the postholder will help clients maximise income, access benefits and financial support, manage debt, develop budgeting skills, and build the financial resilience needed to sustain independent living.

The role involves supporting people who may face mental health challenges, substance misuse, physical health conditions, learning disabilities, trauma, social exclusion, or other complex needs. Using a person-centred, trauma-informed approach, the adviser will build trusted relationships, reduce barriers to engagement, and help prevent homelessness and tenancy breakdown.

Key Responsibilities

Advice and Casework

Provide advice and casework on welfare benefits, debt, budgeting, and financial capability. Carry out holistic assessments and identify financial issues that may threaten housing stability.

Support clients to maximise income through benefit claims, grants, CRF payments, and other financial assistance, goods and services.

Help clients manage rent, household bills, debts and budgeting to maintain their tenancy.

Maintain accurate case records, action plans, and monitoring information in accordance with Citizens Advice quality standards.

Identify and respond appropriately to safeguarding concerns

Partnership Working and Advocacy

Provide support through outreach, office-based and telephone appointments.

Work collaboratively with Seaview Project staff, housing providers, landlords, and partner agencies.

Attend multi-agency meetings and contribute to coordinated support plans.

Advocate for clients and refer or signpost them to relevant specialist services.

Other general duties

Participate fully in the life of the bureau, attend adviser meetings, events etc as agreed with line manager.

- ❖ Support other bureau work as required.
- ❖ Abide by CA1066 health and safety guidelines.
- ❖ Participate in supervision, training, and professional development.
- ❖ Promote the aims, policies, and membership requirements of the Citizens Advice service.

Person Specification

The Financial Wellbeing Adviser must commit to CA 1066 objectives, support its ethos and have the following skills:

Essential

1. Knowledge of welfare benefits, financial inclusion, and debt issues.
2. Experience providing advice, support, or casework to vulnerable adults, with a non-judgemental, resilient, adaptable, and solution-focused approach.
3. Understanding of homelessness, mental health challenges, poverty, social exclusion, and barriers faced by people with complex needs.
4. Building trust and engaging people who may be reluctant to access services.
5. Knowledge of safeguarding, confidentiality, data protection, and GDPR.
6. Strong communication, advocacy, organisation, and record-keeping skills.
7. Carrying out assessments, developing support plans, and maintaining case records.
8. Ability to manage a caseload, assess risk, prioritise workloads, and work independently and collaboratively.
9. Working effectively with partner organisations.
10. Citizens Advice Adviser Training Certificate or willingness to undertake training.

Desirable

11. Experience of housing, homelessness, tenancy sustainment, or Housing First services.
12. Knowledge of local housing, homelessness, mental health, and support services.
13. Experience of outreach.

Additional Requirement

This role is subject to an Enhanced DBS check.

Key Competencies

- | | |
|---------------------------------------|--|
| ❖ Meeting Customers' Needs | ❖ Working Well Together |
| ❖ Planning and Organising | ❖ Innovative and Adaptable to Change |
| ❖ Achieving Quality Solutions | ❖ Understanding the Business and its Environment |
| ❖ Problem-solving and Decision-making | |

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

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.

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