

Generalist Adviser – Peterborough Foodbank

Hours: 35 hours per week

Salary: £27,350 per annum

Contract: Fixed-term until 31st August 2031

Location: Hybrid working - home and office for admin/telephone work, plus face-to-face outreach appointments at Foodbank sites and partner venues

Annual leave: 28 days + Bank Holidays

Reporting to: Operations Manager

Funded by: The National Lottery (Reaching Communities Fund)

Role

This project provides generalist advice to people using Peterborough Foodbank. The service aims to reduce food poverty by addressing the underlying issues that lead people to need emergency food support, including:

- Income maximisation
- Benefits entitlement and applications
- Debt and financial pressure
- Housing problems
- Employment issues
- Wider social and financial barriers

Advice is delivered through:

- Face-to-face appointments at Foodbank locations and partner venues
- Telephone advice delivered from home or the office

Full training will be provided. We are looking for someone with the right values, attitude, and motivation not necessarily someone with prior advice experience.

Job Description

Advice Giving

- Interview clients using sensitive listening and questioning skills to understand their issues and empower them to identify priorities.
- Use Citizens Advice resources to find, interpret and communicate relevant information (training provided).
- Research and explore options and implications so clients can make informed decisions.

- Provide advice across a full range of enquiry areas, with a particular focus on issues contributing to food poverty (income, benefits, debt, housing, employment).
- Deliver advice through:
 - Face-to-face outreach appointments at Foodbank sites and partner venues
 - Telephone appointments delivered from home or the office
- Support clients to take next steps, including completing forms, contacting agencies, and understanding their rights and responsibilities.
- Ensure all work meets the Office Manual, Advice Quality Standard, and funder requirements.
- Ensure advice delivery reflects and supports Citizens Advice's equality, diversity and inclusion strategy.
- Maintain accurate records for information retrieval, statistical monitoring and reporting.

Research & Campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the organisations management.

Administration

- Attend internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision, team meetings and staff meetings.
- Use IT systems for statistical recording, case management, reporting and document production.
- Ensure all work conforms to agreed systems and procedures.

Professional Development

- Complete all training required to become a competent generalist adviser.
- Keep up to date with legislation, policies and procedures.
- Undertake ongoing learning to maintain competence and quality.
- Complete all required training to comply with quality assurance processes.

Other Duties

- Take responsibility for your own health and safety and that of others.
- Carry out any task within the scope of the role to support effective service delivery.

Person Specification

Essential Criteria

- Commitment to the aims, principles and policies of the Citizens Advice service.
- A genuine interest in helping people resolve the issues affecting their lives.
- Strong communication skills - able to listen sensitively, ask questions, and build rapport.
- Confidence to speak with people face-to-face and by telephone, including those who may be unsure or reluctant.
- Ability to work effectively with Foodbank volunteers and partner organisations.
- Ability to learn new information, processes and systems - including benefits, debt, housing and Citizens Advice resources.
- Ability to research and understand information and explain it clearly to clients (training provided).
- Ability to manage workload, prioritise tasks, and work independently across home, office and outreach environments.
- Understanding of equality, diversity and inclusion and a commitment to applying these principles.
- Basic IT skills and willingness to learn Citizens Advice systems.
- Ability to meet targets once fully trained.