

Job Profile

Role Title	Client Services Executive
Functional roles	Helping with client enquiries & booking appointments
Contract type	Permanent (6 months probationary period)
Hours	24 hours per week (flexible working encouraged, hours spread across several days per week preferred)
Location	Flexible between central London and home based
Reporting to	Client Services Manager

Do you want to help lift some of the most vulnerable in our communities out of poverty? Do you want work with a small, compassionate, dynamic charity, and help change lives? If so, we would love to talk to you.

A note from our Chief Executive

Thank you so much for your interest in this role.

Crosslight was founded in 2009, and since that time we have grown from one location and one part-time employee, to a charity operating across 25+ locations, with 30+ employees and over a hundred incredible volunteers. Of course, much has changed over the years, but our mission remains the same – to walk alongside some of the most vulnerable and marginalised in our society and help them to get back on their feet.

The last few years have undoubtedly been challenging, and as we look ahead, it is clear that our vital services will be needed more than ever before as the people and communities we serve face unprecedented uncertainties. I am deeply grateful therefore to all our team who every day live out our vision – Restoring Dignity, Renewing Hope.

If you are committed to reducing poverty in our communities, excited by our vision and ethos, and keen to use your experience to support those most in need, I would love you to consider joining us – it could be the best decision you ever make!



Bruce Connell
Chief Executive

About Crosslight

Crosslight works to lift people out of poverty and help them build a better future. We long for our communities to flourish and for no one to be left behind, and our vision for our staff and volunteers is more than just a job, it is an opportunity to make a difference. We ask our team to be our ambassadors, to use their time, skills and passion to Restore Dignity and Renew Hope for those in need.

Crosslight was born out of the ministry of the local church and retains a strong Christian ethos which informs and underpins the values by which we operate. We believe that every person has been made in God's image and is therefore uniquely valuable and worthy of the highest respect. Our calling therefore is to work in partnership with local churches and community organisations to serve anyone in need, irrespective of their race, gender, religion, sexuality or any other characteristics.

We seek to bring renewed hope to people affected by financial difficulty and caught in apparently hopeless situations. Together with our partners, we strive to effect lasting change and increase the capacity of our clients to realise their full potential.

We are *of* our community and *for* our community – we are 'all together', and we would love for you to join us.

What we do

With over 30 locations in London and the South, we work with some of the most marginalised and vulnerable people in society. Through our community-based, person-centred programmes we provide comprehensive debt & benefit advice; build financial resilience through money skills education and budget coaching; and mentor clients with open-ended holistic support to increase their mental wellbeing and social mobility.

1) Advise: We provide comprehensive debt and benefit advice, focusing on the unique circumstances of each individual. The end-to-end support we provide includes in-depth casework for the most vulnerable. We act as advocates for our clients, working at their pace and adapting to their individual needs and abilities.

2) Equip: We seek to create lasting change so that our clients can face the future with more confidence and become better equipped to meet their full potential. We do this through tailored one-to-one budget coaching and our money skills programme, including our new Cost of Living Toolkit programme. We run these both face-to-face and online (as either live workshops or simple video-led self-study).

3) Encourage: Our aim is to go beyond crisis advice and support clients throughout their journey. We achieve this by taking a genuinely holistic approach which includes mentoring, befriending, social-engagement and encouragement - empowering them to turn their lives around and realise their potential.

4) Resourcing Others: We also seek to build community and support those in need beyond our catchment areas by making our money skills resources and training available to other organisations and community groups through our online leader's hub. Likewise, our free, online Budget Builder (web and app) enables anyone to build their own household budget and use it to manage their money more effectively day-to-day.

Our unique approach

Crosslight works alongside clients for as long as it takes to improve their situations. We support some of the most vulnerable in our communities through our holistic, person-centred approach.

Personal not prescriptive – much advice is becoming more generic in its delivery, with a focus on information rather than individual advice. In contrast, our service is tailored to the individual,

meeting them at their point of need and working at their pace. Our service is flexible and adapts to the needs of each individual.

Outcomes not volumes – many agencies are more focused on meeting volume targets. In contrast, we want to ensure all our clients get the support they need to move beyond a current crisis. We are therefore more interested in the progress of each individual rather than showing off our client volumes.

Time to give not timed-out – many advice providers are time-limited in the support they give. In contrast, we support some of the most vulnerable in our communities, many of whom struggle with very complex circumstances. We therefore aim to support our clients for as long as they need to remain engaged with us.

Big picture not just the big problem – most of our clients come to us at a point of crisis, often with a number of main issues that they need support with. But where we can, we always seek to go further, to look at the big picture beyond the immediate crisis and support our clients as they deal with the underlying causes of their difficulties.

Why work for Crosslight?

We are a small yet dynamic charity offering support to some of the most vulnerable in our society. Those who join us, frequently point to the real difference that they can make to peoples' lives and the strong sense of camaraderie and team spirit amongst colleagues who share a similar passion.

"Working for Crosslight has been life changing for me. I love the people that I work with and the supportive environment that has been created – everyone really looks out for each other. Crosslight really cares about their clients and treats everyone as an individual. It is hugely rewarding." **Sarah, staff member**

"Joining Crosslight after several years in the corporate sector has been such a great decision. So often we are in the privileged position to witness real transformation. It's an exciting place to be and I'd encourage anyone with a passion for making a difference and helping some of the most vulnerable in society to join us!" **Tanya, staff member**

Our Benefits

At Crosslight we are passionate about ensuring that we support and reward our staff. As such we offer a range of benefits as follows:

Enhanced Pension Scheme	• A competitive contributory pension scheme. After 12 months, all employees are eligible to join an enhanced scheme which will match any contributions you choose to make, plus add a further 1% on top - up to a maximum employer contribution of 6%.
Holiday Allowance	• 27 days holiday (pro rata) for all employees plus Bank Holidays
Family Friendly policies	• Enhanced Maternity, Paternity and Adoption leave policies
Flexible working	• Options for hybrid working and compressed working hours (based on role requirements)
Learning and Development	• A comprehensive induction programme provided to all new team members

	• Extensive continuous development opportunities including access to our 'Crosslight Learning Academy' offering training and coaching sessions to all staff • Leadership Development Programme • Team Investment events (including team-building days) • Funding for external training accreditations (based on role requirements)
Wellbeing	• Health Cash Plan (including access to virtual GP service 24/7, exclusive discounts and wellbeing support) • Annual staff wellbeing survey • Access to full programme of internal mental health and wellbeing training via our 'Crosslight Learning Academy' • Access to Mental Health First Aid team

Role Summary

This is a crucial role to support our Advice Services team. They are the gatekeepers of our work, being the first point of contact for our clients, most of whom will be struggling and may be both emotionally and physically vulnerable. You may be the first person many of our clients will have spoken to about their issues and being able to put them at ease in a professional, yet warm and friendly manner is incredibly important. You will get to make the first impression of Crosslight and help build trust and engagement from the very start.

The role is varied but will involve handling new client enquiries, understanding their situations, assessing their needs, booking appointments, providing information, and acting as an advocate for the work we do.

Role Values

We expect all our staff team, at all times, to;

- Support and play their part in implementing Crosslight's vision and be an advocate for Crosslight's clients
- Respect Crosslight's Christian ethos and embody its core values, adhering always to Crosslight's Code of Conduct
- Embrace a continuous learning culture, always looking for opportunities to develop further in their role, and in particular to be pro-active in staying up to date with technical knowledge needed for their role
- Put our clients first, working always in their best interests, demonstrating love and respect to all who seek our help

Role Responsibilities

Enquiries & appointments:

- Provide support to the main Crosslight phone number and mailboxes, the first point of contact for all client enquiries
- Support the relationships that Crosslight has with several agencies that refer clients
- Triage new client enquiries:
 - Assessing their need for advice and the most appropriate delivery route
 - Explaining our service and booking clients in for an appointment with a Crosslight adviser if appropriate
 - Providing general advice and emotional support

- o Booking clients onto the Money Course, ensuring they can access the course and have the correct materials
 - o Processing client referrals
 - o Referring and signposting clients who do not have advice needs on to other support providers
 - o Follow up missed appointments and ensure the correct procedure has been followed
- Sending reminders and supporting clients to prepare for their appointments with any information clients may need

The Money Course

- Support the smooth running of the Money Course:
 - o Sending reminder messages to volunteers and clients
 - o Answer enquiries about the Money Course

Personal attributes

- An exceptional self-starter: Someone who takes initiative, who is willing to take-on the unfamiliar and work through it independently, proactively seeking out answers to any gaps in knowledge.
- An enthusiasm to learn: A curious mindset with a genuine appetite to keep learning.
- Good communication skills: The ability to turn often complex information into plain English (written and verbal), and to stay calm and empathetic with clients who are often frightened, ashamed, or in real distress.
- Strong organisational skills: Well organised and methodical, with strong time management and attention to detail across competing priorities.
- Flexible team player: A cooperative, adaptable team player with a positive, can-do attitude who supports colleagues wherever needed.

Skills, Knowledge and Experience

We believe that ability counts more than direct experience, however you will need to demonstrate how you have developed the transferable skills required for this role. If a salary range is quoted, this will reflect the range of possible skills and experience of a candidate, with the expectation that all desirable and essential attributes will be required to achieve the top of any range.

- Demonstrable experience of providing person-focused support to individuals who may be vulnerable (desirable)
- Excellent inter-personal skills and an ability to show empathy, compassion and patience (essential)
- Proficient IT skills with a strong command of the Microsoft Office suite (essential)

Other

This role may be subject to a DBS check and a credit check. Your personal data: for information about how we use your personal information, including that collected through our recruitment processes, please see our Privacy Policy at www.crosslightadvice.org/privacy-policy.

To apply visit crosslightadvice.org/vacancies