

Assessor (Peterborough Foodbank Outreach)

Location: Foodbank locations across Peterborough + office working

Responsible to: Operations Manager

Hours: 21 hours per week (Monday–Friday)

Term: Fixed-term contract to 31st August 2031

Salary: £14,688 p.a.

Annual leave: 28 days + Bank Holidays

Funded by: The National Lottery (Reaching Communities Fund)

The Role

The Foodbank Assessor carries out initial assessments with people attending Peterborough Foodbank. You will confidently and sensitively approach people, build quick rapport, and encourage them to talk through the issues contributing to their financial hardship. Within that same assessment, you will determine and deliver the appropriate next steps - either information and signposting or booking a full advice appointment with our Foodbank General Adviser.

You will work closely with Foodbank volunteers, who play a key role in encouraging clients to engage with the service. Building strong, positive relationships with volunteers is essential to ensuring clients feel comfortable and supported.

This is a community-based role working across Foodbank sessions within Peterborough. You must be confident working independently, able to engage people who may be unsure about speaking to us, and comfortable supporting people in crisis in a calm, structured and professional way. Full training, systems, and quality assurance will be provided.

Key Responsibilities**1. Client Assessment**

- Confidently and warmly approach clients attending the Foodbank, encouraging engagement in a respectful and non-pressured way.
- Work collaboratively with Foodbank volunteers to identify clients who may benefit from speaking with you.
- Use sensitive, structured questioning to understand the issue leading to their Foodbank referral.
- Explore underlying factors affecting wellbeing (e.g., benefits, debt, housing, employment).
- Identify emergencies or safeguarding concerns and act in line with procedures.

- Use professional judgement to determine the most appropriate outcome within the same assessment conversation:
 - Information and signposting, using Citizens Advice resources
 - OR booking a full advice appointment with the Foodbank Adviser
- Clearly explain the next steps so clients understand what will happen and why.

2. Quality, Compliance & Record Keeping

- Obtain client consent and ensure GDPR compliance.
- Record assessments and outcomes accurately using Casebook and other systems.
- Meet Citizens Advice quality standards and funder requirements.
- Provide statistical information and contribute to monitoring reports.

3. 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.

4. Professional Development & Teamwork

- Keep up to date with policies, procedures, and training requirements.
- Attend supervision, team meetings, and relevant internal/external meetings.
- Work collaboratively with Foodbank volunteers and staff to promote the service.

5. Other Duties

- Carry out tasks within the scope of the role to support effective service delivery.
- Uphold Citizens Advice values, including equity, diversity, and inclusion.
- Follow health and safety guidelines and maintain safe working practices.

*Personal Specification is on the next page

Person Specification

1. Strong communication skills with the ability to engage sensitively and respectfully with people in crisis.
2. Confidence to approach people, start conversations, and encourage engagement, even when clients may be unsure or reluctant.
3. Ability to build quick rapport and create a welcoming, non-judgmental environment.
4. Skilled in structured questioning, active listening and triage, able to identify underlying issues and determine the appropriate outcome within one assessment.
5. Ability to work effectively with Foodbank volunteers, recognising their role in encouraging clients to speak with you.
6. Ability to work independently in community settings with minimal supervision.
7. Ability to manage workload, prioritise tasks, and meet deadlines under own initiative.
8. Commitment to confidentiality, impartiality, and a non-judgmental approach.
9. Confident using IT systems, including Casebook, for recording and reporting.
10. Commitment to Citizens Advice aims, principles, and equality policies.
11. Ability to maintain advice quality standards.