

Information & Advice Officer

Thank you for your interest in working at Hope 4U. This job pack should give you everything you need to know about the position and how to apply for this role.

Title:	Information & Advice Officer
Starting salary:	£21,000 per annum
Hours:	37.5 hours
Contract:	Permanent – Full and Part Time Positions available
Holidays:	28 days
Work base:	Office – Burton on Trent, DE14 3NT
Closing date:	Ongoing – we have several positions available
Interview date:	To be confirmed
Apply:	If you would like to be considered, please email your CV and a covering letter to: info@hope4u.co.uk

Please note all applications must include a covering letter. Please refer to our person specification to demonstrate how your experience, skills and knowledge meet the requirements of the role. It is important that you demonstrate how you meet each requirement as no assumptions will be made about your achievements and abilities.

In this role, you will be required to give guidance, support, and information to households in crisis using your skills to help individuals find solutions. Communication skills are vital for this position, both written and verbal. Using your skills, you will have the confidence to engage with customers, sometimes managing difficult conversations.

You will have experience in supporting others preferably in delivering welfare focused interventions and have knowledge of grant funding available sources. You will be highly proficient in the use of IT, specifically Microsoft applications.

You will be positive, patient, and empathic with an adaptable approach and have a passion for communicating and engaging with people.

- Deliver a professional and responsive service
- Advise clients on available claims and potential funding opportunities
- To create and maintain high standards of case recording, providing information on the outcomes and details of advice, actions, and closure
- To refer clients to other agencies as appropriate for specialist help with issues that fall outside the remit of the service
- Keep all records confidential, safe, and accessible for future retrieval
- Non-judgemental approach

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Comply with all information assurance guidelines

What do we expect of you?

- Ability to interpret information to be able to make decisions
- Knowledge of domestic energy and affordable warmth issues would be an advantage
- The ability to show empathy
- Active listening skills
- To be able to adapt to different customer circumstances
- Excellent attention to detail and highly organised
- Excellent IT skills and experience of commonly used packages
- Excellent customer service skills and ability to manage difficult conversations
- Ability to work on own initiative, prioritise own work, meet deadlines
- Good interpersonal skills and communication skills
- To be flexible and reliable
- Have great time management

Professional development

- Keep up to date with legislation, case law, policies, and procedures relevant to post
- Attend relevant internal and external meetings as agreed
- Be aware of own learning needs

What can you expect of us?

- A friendly and flexible culture
- A growing organisation
- A drive for continuous improvement

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the relevant provisions. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Diversity Monitoring

We recognise the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of all backgrounds.

Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this, we would like to know about the diversity profile of people who apply. The information is given in confidence for monitoring purposes only.

Shortlisting outcomes

Some positions may require additional assessments (practical task/test).

Criminal convictions

Anyone who applies, will be asked to disclose details of unspent convictions during the process. Having a criminal record will not necessarily bar you, much will depend on the type of job you have applied for and the circumstances of your offence.

Disclosure and Barring Service (DBS) checks are requested where proportionate and relevant to the post concerned