



<b>Job Title:</b>	<b>Form Filler</b>
<b>Hours:</b>	Part-time 15 hours per week (equivalent to two days per week)
<b>Salary range:</b>	£23500 – 25000 FTE pro-rata part-time (depending on experience)
<b>Location:</b>	Office and drop-in locations within Hammersmith and Fulham including Avonmore Library and Shepherds Bush Market. This role is not suitable for home working.
<b>Type of Contract:</b>	Fixed Term, one year from appointment (with possibility of extension)

Benefit claim forms can be complicated and confusing. Online forms are a barrier to many of our clients. Getting help to complete the forms promptly will reduce stress and could help our clients get their money quicker. This exciting new role is funded by Citizens Advice Hammersmith and Fulham to provide our clients with advice and assistance at either drop-in or pre-booked appointments.

This role requires:

- on-going experience of completing benefits forms including all disability benefits and their appeals, Council Tax Support and Housing Benefit; housing applications including Homeless and Housing Register applications.
- knowledge of welfare benefits, eligibility criteria, awards and appeal processes and will be expected to provide full advice and information at an appointment.
- Strong communication skills
- Citizens Advice Assessor certification or extensive experience in completing forms/applications.
- Candidates will have excellent IT skills and will be confident in using a range of online and paper forms. Knowledge of Google Docs, Windows and Android and iOS technologies.

**Apply:** Download full details at [www.cahf.org.uk/about-us/work-us/](http://www.cahf.org.uk/about-us/work-us/)

**Closing Date:** Friday 26th January 2024 by 5pm

**Interview:** Interviews will be held week commencing 29th January

***We interview on a rolling basis, with all shortlisted candidates asked to take a test We reserve the right to close the applications earlier if suitable candidates are found so encourage early applications.***