



Assessors

- Location** Hammersmith & Fulham (on site)
- Duration:** Fixed Term up to 31/03/2025
- Hours:** Part time 15 hours per week (equivalent to two days per week)
- Salary range:** £9,400 - £10,000 (pro rata part time)

Citizens Advice Hammersmith and Fulham (CAHF) is the leading provider of generalist advice services in Hammersmith and Fulham. We help approximately 16000 people each year with free, confidential, and impartial advice on a wide range of issues.

Our Assessors are the first point of contact for anyone in the community that contacts us by phone or in person at our two locations. The Assessor establishes what the issue is, ensures that all relevant information is collected, provides information and advice, and identifies the best next steps, ensuring clients are directed to the appropriate CAHF advice project, or external agency.

Successful candidates will be supported by our supervisory team to develop the skills needed to succeed and thrive in the role as well as having access to our wealth of resources.

This role requires a passion for helping people to work through many challenging situations.

Applicants must demonstrate the following,

- Organised focused approach, with the ability to accurately record information.
- An ability to use sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control.
- Good IT skills, especially the ability to use databases and navigate websites.

Ideally you will have experience of delivering advice (Welfare benefits, debt, housing and employment) but transferable skills and experience will be considered.

To apply visit www.cahf.org.uk/about-us/work-us/

All shortlisted candidates will be asked to take a written test with those achieving a satisfactory score invited to interview.

We reserve the right to close the applications earlier if suitable candidates are found. if suitable candidates are found so encourage early applications.

Closing Date: Monday 12th February 2024 by 3pm

Interview & Test: In the week beginning 12th and 19th February 20204