



Assessor



Job Pack

Thanks for your interest in working at Citizens Advice Hammersmith & Fulham. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our vision, aims and values
- Our values
- 3 things you should know about us a National organisation
- Overview of Citizens Advice and Citizens Advice Hammersmith & Fulham
- Role Profile and personal specification for the role
- Our Terms and Condition
- The benefits of working for the organisation
- Our approach to equality and diversity

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds

Please submit your CV along with a Supporting Statement that aligns with the person specification on **page 13 of the Job Pack.
You are required to address each personal specification numbers 1-8**

Closing Date: 12pm Wednesday 20th May 2026

Interview & Test: Friday 22nd May 2026

Our vision, aims and values

Our Vision

“Advice on its own is not always enough for our community, or for us as a service. We will develop new ways of supporting and empowering our clients to take action to achieve better outcomes”.

Our Aims

Citizens Advice Hammersmith & Fulham shares the overarching aims, values and principles of Citizens Advice to:

- Provide the advice people need for the problems they face
- Improve the policies and practices that improve peoples’ lives

At the centre of all of Citizens Advice Hammersmith & Fulham strategies are its 3 key aims:

1. **To achieve Excellence** – in delivering an effective, and high quality service.
2. **To be innovative, resilient, and flexible** – to deliver an even more effective and sustainable service.
3. **To demonstrate our community impact** – to show the positive change we make socially, economically and to health and well-being.

Our Principles and Values

As a member of the Citizens Advice Service, CAHF provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We are committed to put equality and equity at the heart of everything that we do, with the overarching aim to improve access, ensure inclusive service delivery and preserve intensified support for those who need it and promote an inclusive working environment for our workforce. Our core values and principles sit at the heart of every strategic decision to reflect our aim to be a strong equality champion through our roles as advisor, campaigner, employer, employee and partner.



4 things you should know about us

1. **We're local.** CAHF operates out of 2 libraries in the Borough: Avonmore Library and Askew Road Library delivering a well-developed service offer by telephone, email, webchat and WhatsApp to over 18,000 people a year supporting them with nearly 47,000 issues. We deliver multiple services, many of which are embedded within community settings offering comprehensive access points across the Borough. See more details below.

2. **We're also national.** We support the wider Citizens Advice network of 240 independent charities by providing telephone and digital advice to hundreds of thousands of people across England & Wales each year, through our Consumer Service and Money Advice Service Contact Centres.

3. **We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

4. **We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

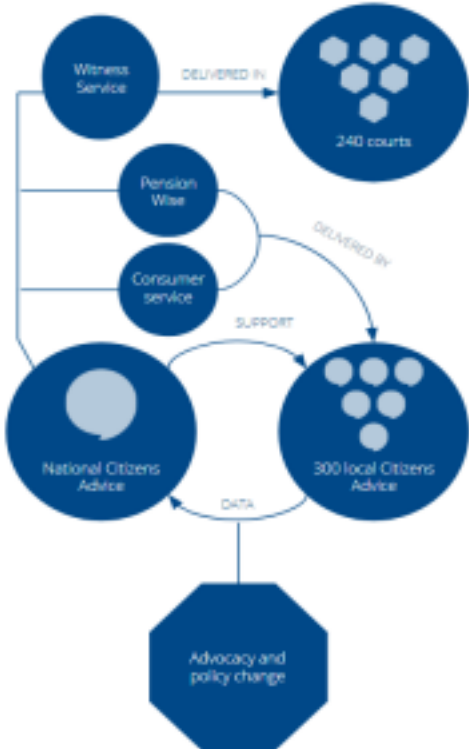
How the Citizens Advice Network works

Citizens Advice Hammersmith & Fulham is a member of the national Citizens Advice service which is made up of a network of around 240 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 1,000 national staff working in one of our 5 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3,000 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets and over 1,800 community centres, GPs' surgeries and prisons.

CAHF is also a member of the London Citizens Advice Consortium.



About CAHF and the team

CAHF is a flagship service, recognised nationally for its innovative approach, its award-winning performance, its strong volunteering programme and exceptional partnership working. We place our clients at the centre of everything that we do and take a community centred approach to ensure that we are meeting needs where it arises.

Our strategies focus heavily on eliminating need as far as possible by taking a preventative approach and empowering communities to take back control of their lives and build independence and resilience. Where we provide interventions to help, we do so by providing services that build capacity and strengthen communities. We develop our own ability to deliver wide ranging and effective services through collaboration and partnership working, drawing on skills and experience to ensure that our clients receive the best possible outcomes.

Whilst we are extremely proud and pleased with our achievements, we remain focussed on the growing demand for our services and ensuring services are strengthened and remain robust to meet the changing needs of our clients. CAHF's current focus is to ensure that those with the greatest need are able to access our services and to achieve this by becoming embedded within the community.

We are the only Citizens Advice in the country to hold a ten-year funding contract with the Local Authority to deliver 4 key service contracts that include:

1. Our generalist Advice Service
2. The Library service at Avonmore Library
3. Our advice at foodbanks project
4. Our ROOF project that focuses on homelessness prevention

We are currently in Year 8 of this funding arrangement.

We are also the only Citizens Advice in the country to deliver a library service on behalf of a Local Authority using our volunteer model. We have won multiple awards for our innovative ways of working. Here are ways you can find out more about what we do and how we help:

- Watch our [Impact Film](#)
- Take a look at our [CAHF Website](#)
- Take a look at the [national Citizens Advice website](#) and the [Campaigning site](#)

The Role

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.

Working Pattern

Full-time - Rota on Face-to-Face, Adviceline line, Outreach Assessment and Digital platform

What we offer

- Generous holiday entitlement: 25 days per annum (pro-rata for part time) plus bank holidays rising to 30 days with long service
- Paid service closure days between Christmas and New Year
- Hybrid working upon completion of the probation period, where possible
- Access to our in-house learning platform, Skillbook, for career and role development
- Personal development opportunities through our Network Equity Groups
- Ongoing performance management and training development
- 24/7 employee support through our wellbeing service.

Assessor

(Telephone, Face to Face and Outreach)

DURATION:	Fixed Term until March 2027 (possibility of extension subject to funding)
GROSS SALARY RANGE:	£28,860
HOURS	Full-time 37.5 hours per week
REPORT	Advice Services Manager
LOCATION:	Hammersmith and Fulham Offices & Outreaches

Role purpose:

- To provide assessment service via telephone, Webchats and email, so that callers receive the most appropriate source of help available for their needs.
- Undertake observations and other associated tasks, in agreement with the supervisor to support volunteer assessor induction
- Deliver the key tasks and set targets, to consistently deliver the Adviceline assessor role.
- Keep Casebook records of assessments
- Deliver Assessment online via telephone, email, face to face at Citizens Advice Centres in W14, as well as any outreach venues

Duties and Responsibilities

Telephone, digital and face to face assessing

- Provide assisted information or signposting as appropriate (using Citizens Advice public website and other appropriate websites)
- Refer clients appropriately (both internally and externally) to reflect clients' needs following agreed protocols, including making arrangements and informing clients of what to expect.
- Interview and assess client's problem(s) using sensitive listening and questioning skills

- Use tools including script to undertake through assessment
- Identify key information about the issue including time limits, key dates and any requirements for urgent advice or action (using the Advice guide website, scripts and any other diagnostic tools, as necessary).
- Identify and summarise the essence of the issue.
- Assess and agree the appropriate level of service, taking into consideration the clients ability to take the next step themselves, the complexity of the issue and the organisation's resources
- Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including making arrangements and informing client of what to expect.
- Use Citizens Advice Hammersmith and Fulham resources to access internal and external partner information
- Record information given during Adviceline assessment onto the appropriate Casebook screens
- Ensure that all work meet quality standards and the requirements of the funder
- Contribute to set target for Adviceline delivered across the week
- Ensure partner organisations are notified efficiently of all appointments made by the helpline for them.
- Report regularly to the Supervisor on the day to day running of the helpline
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy
- Undertake observations and other associated tasks, to support volunteer Adviceline induction.
- Record and collect clients' data as and when required, and in accordance with GDPR
- Record stats in Casebook

Information giving

- Interview clients using sensitive listening and questioning skills in order to allow clients to explain their issues and empower them to set their own priorities
- Use the Citizens Advice guide to find, interpret and communicate the relevant information
- Research and explore options and implications so that clients can make informed decision
- Refer internally or to other specialist agencies as appropriate.

- Ensure that all work confirms to the office manual and the Citizens Advice quality standards/ other funding requirements, as appropriate
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

Research and Campaign

- Support CAHF research and campaigns work through various channels including case studies, data collection and client consent

IT

- Accept and abide by the terms of the Organisation's Acceptable Use of IT policy, and other associated policies.
- Comply with Data protection guidance including GDPR for processing and controlling data
- Use Office software and other programs as required for the performance of the role
- Use electronic diary and scheduling software to organise workload.

Administration

- Be self-servicing in the production of correspondence and other associate work
- Use IT for record keeping, following CAHF guidance
- Use IT software for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure that all work conforms to CAHF quality of advice systems and procedure
- Maintain up to date case recording systems to permit supervision, monitoring, and case checking.

Staff group / Team Work

- Build rapport with paid and volunteer colleagues
- Attend and participate in CAHF activities including Service meetings, Staff Away Days, Annual General meeting and other staff activities.

Training and Professional development

- Identify and implement plans for own training and development needs
- Keep up to date with legislation, policies and procedure, undertake appropriate training as agreed with the line manager
- Prepare for and attend performance review /team meetings/service meetings as appropriate
- Keeping in touch with local issues, developments and changes in procedure of other agencies.
- Attend relevant internal and external meetings as agreed with the line manager.
- Commitment to continuous professional development including ongoing development of knowledge of the main enquiry areas (benefits, debt, employment, housing, consumer and family) to be able to make appropriate signposting and/or referral decisions.
- Willing to learn, accept constructive feedback, adapt to change
- Aim to improve efficiency and quality, and take responsibility for own work

Duties required of all salaried employees of CAHF.

- Undertake any other reasonable duties as required by the post
- Exercise duties in accordance with CAHF core values, and the aims and principles of the Citizens Advice Service
- Exercise Discretion in the handling of Special Category data in accordance with statutory duties of the GDPR and CAHF's applicable policies and procedures
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Be a team player, participating and contributing to CAHF activities, and organisational development.

In addition to the tasks and duties outlined in this job description to undertake such duties as may be identified and which are generally compatible with the functions of the post.

Job description - does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. CAHF is a fast-moving organisation and therefore employee's duties may be varied from time to time.

This job description will be reviewed regularly as part of individual and organisational development, performance review and may be a subject to variation.

MAY 2026



Person specification

	What we are looking for	Essential/ Desirable
1	The ability to commit to and work within, the aims, principles and policies of Citizens Advice service with commitment to equality.	Essential
2	Excellent Communication skills verbal and written with ability to record information succinctly to set quality standards.	Essential
3	Ability to interview clients using sensitive listening and questioning skills to identify key advice issues and empower clients, whilst maintaining structure and control.	Essential
4	Good understanding of the main enquiry areas (Welfare Benefits, Debt, Housing and Employment), to identify emergencies and make appropriate referrals.	Essential
5	Competent IT skills, especially the ability to use databases and navigate websites. Ability to accurately record information in a timely manner.	Essential
6	Flexibility and willingness to work as part of a diverse team.	Essential
7	Ability to prioritise own work to meet deadline and manage workload in a busy environment.	Essential
8	Understanding of GDPR and Safeguarding rules in regard to delivery of service to the public including ability to maintain professional boundaries.	Essential
9	A commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.	Essential

APPLY:

Please provide a CV and a statement addressing each point in the Job Specification (see page 13 of the Application Pack). **Please ensure your application details how your skills and experience align the Personal Specification 8 points.**

Return Personal Specification Statement and CV to:
recruitment@cahf.org.uk **Subject: FDAssess- 1**

Closing Date: Wednesday 20th May 2026

Interview Date: Friday 22nd May 2026

Diversity Monitoring Form:

To help us ensure equality and diversity in our recruitment process, we invite you to complete this optional Diversity Monitoring Form. This information will be kept confidential and separate from your application. It will be used solely for monitoring purposes to help us understand the diversity of our applicant pool. Your responses will not be linked to your application. Choosing not to complete the form will not affect your application.

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

Thank you for your interest in this position. Please note that due to the high volume of applications we receive, we are only able to contact candidates who have been shortlisted. If you do not hear from us within two weeks of the application closing date, please assume that your application has not been successful on this occasion.

We appreciate your interest and thank you for taking the time to apply.

Recruitment-Privacy-Notice-GDPR-1

AI in recruitment: Guidance for Job applicants

AI tools are becoming more common, and we understand that some people may use them when preparing job applications. As an organisation Citizens Advice Hammersmith and Fulham has increased its use of digital tools to deliver its services, including exploring how AI can help us to effectively increase access to our services.

It is important that your application is your own. While AI can be useful for things like checking spelling, grammar, or helping to structure your answers, relying on AI too much, especially to write your answers to the personnel specification, could reduce your chances of being shortlisted.

What makes an application stand out is authenticity. Ultimately CAHF is hiring a person, not an AI tool, so we want to hear about your real experiences and achievements in your personal statement, not what AI thinks we want to hear. Using AI in ways that go beyond these guidelines could affect the outcome of your application.

Acceptable use - AI in job applications

- Help you structure your ideas in a clear way using frameworks like STAR.
- Help you brainstorm examples that showcase your skills
- Researching CAHF to better understand the role or learn more about the organisation
- As a tool to check spelling or grammar if you find that useful, but always review.
- Copying and pasting answers straight from AI without personalising or editing them
- Using AI as a shortcut to think critically about the job or your own experiences
- Inputting sensitive data into AI tools, even if you believe it strengthens your example

Using AI to try and “sound” perfect. We’d rather hear your voice and understand your real strengths.

REMEMBER

- AI can be a useful tool, but the best applications are honest, personal, and authentic.
- We want to get to know the real you. It's normally clear when parts, or all, of an application aren't genuine, and this usually becomes even more obvious during interviews.
- Over reliance on AI could impact your chances.

Equality & Diversity at CAHF

Citizens Advice Hammersmith & Fulham recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. CAHF will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

Dignity at Work

CAHF is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

Probationary Policy

New appointments are subject to a probationary period which begins once you have completed training. At the end of the probationary period the outcome of the assessment may be confirmation of post, notice of dismissal, or at our discretion, an extension of the probationary period.

May 2026