



Dundee Citizens Advice is an independent and innovative advice organisation, providing holistic advice and support to local people.

About the role

- > **Job Title: Multi Digital Adviser**
- > **Location: Dundee**
- > **Hours per week:** 35 hours per week
- > **Type of contract:** Fixed-term contract until 31 March 2021
- > **Salary: £22,300 - £24,468** per annum (commensurate with experience)
- > **Closing Date: 14th February 2020**
- > **Interviews: 19th February 2020**

About the job

We are looking for a client-focused individual with experience of providing welfare benefits advice, to join us as a Multi Digital Adviser. In this role you will help ensure our clients get the support they need face to face, by telephone and webchat in locations throughout Dundee.

The successful candidate will demonstrate relevant experience and knowledge of the wider welfare benefit system including Universal Credit, demonstrating strong oral and written communication skills. We are also looking for a proven ability to work effectively and well organised. Proficiency using a range of IT tools to carry out your work, including case management systems, online claims' services and Microsoft Office applications is essential. Committed, results-driven and supportive to the needs of others, you work well within a team and are willing to follow and develop agreed procedures.

Employee benefits

Dundee Citizens Advice Bureau offers excellent terms and conditions, including a total of 40 days leave and a pension scheme with a 3% employer contribution. Dundee Citizens Advice Bureau is an inclusive employer considering flexible working arrangements where appropriate.

How to apply

An application pack can be downloaded from the links below or please contact Lucy Marshall at lucy.marshall@dundeecab.casonline.org.uk. Please note that the post is subject to the disclosure of criminal history information.

Dundee Citizens Advice Bureau

Central Library,
Level 4, Wellgate Centre
Dundee DD1 1DB

Scottish charity SCO11657 and company limited by guarantee No. SC169302
Authorised and regulated by the Financial Conduct Authority FRN 617450