

## **INFORMATION OFFICER**

### **JOB DESCRIPTION**

**Job Title:** Information Officer

**Responsible to:** Senior Information Officer

**Overall Purpose:** To provide an Information and Advice service in various locations across Ashfield

### **Duties and Responsibilities**

#### **Information and Advice Giving**

- Welcome clients coming to the office and explain procedures.
- Provide appropriate information and advice on a wide range of issues to clients from a diverse range of backgrounds and cultures.
- Provide information to clients in response to their identified need.
- Research and explore options and implications so that clients can make informed decisions.
- Signpost to other agencies as appropriate.
- Refer internally or to other organisations as appropriate.
- Keep public information materials up to date.
- Develop and maintain links with appropriate partners, including social services, health providers and voluntary organisations.
- Ensure that work reflects and supports the Citizens Advice service equality and diversity strategy.
- Ensure accurate case recording, statistical monitoring and information retrieval.
- Subject to having a driving licence, drive our mobile information unit to various locations vehicle on a regular basis.

#### **Research and Campaigns**

- Assist with research and campaigns work and alert clients to research and campaigns options.

#### **Administration**

- Process client information, take referrals and book appointments.
- Use appropriate systems to monitor and evidence the work of Citizens Advice.
- Help to gather, update and organise relevant information to produce statistics from appropriate sources.
- Maintain online and other appointment diaries.
- Maintain local information systems.
- Use ICT for statistical recording, record keeping and document production.

## **Professional development**

- Read relevant publications.
- Assist with service initiatives for the improvement of services.
- Keep up to date with policies and procedures relevant to advice work and undertake appropriate training.
- Attend and contribute to internal and external meetings as agreed with the line manager.
- Maintain close liaison with relevant external agencies.

## **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.
- Demonstrate commitment to the aims and policies of the Citizens Advice service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

## PERSON SPECIFICATION

### ESSENTIAL SKILLS

1. Ability to commit to and work with the aims, principles and policies of the Citizens Advice service.
2. Meets Citizens Advice Adviser skills competences.
3. Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of meetings.
4. A good up to date understanding of equality and diversity and its application to the provision of advice.
5. Effective written and oral communication skills, including telephone skills, with particular emphasis on negotiating.
6. Understanding of the issues affecting society and their implications for clients and service provision.
7. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
8. Ability and willingness to work as part of a team.
9. Ability to monitor and maintain own standards.
10. Ability to use IT systems and packages and electronic resources in the provision of advice, record keeping and document production.
11. Ability to research, analyse and interpret complex information and produce and present clear reports verbally and in writing.
12. Understanding of and commitment to confidentiality and data protection
13. A commitment to continuous professional development
14. Ability to manage time effectively, prioritising workload and meeting deadlines
15. An approach to work which is positive, flexible and solution focused