

Adviceline Adviser

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. 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 will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply



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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty and energy. We hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum, ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	Adviceline Adviser
Hours	35 hours per week
Salary	£24,551.80 per annum
Status	Permanent
Location	Office based - Gravesend, Swanley, Sevenoaks, Tonbridge or Tunbridge Wells in Kent. A willingness to travel on occasion to other offices would be preferred, to support annual leave cover within the team.

Are you a supportive, motivated and enthusiastic person who is passionate about helping people during these challenging times?

Perhaps you're looking for a first step into a career in law, advice or public services?

This is an exciting opportunity to help us meet increasing demand for our advice services in these challenging times, whilst gaining valuable experience and skills to further your career. The role will involve providing telephone and video advice for local people across Kent.

Local people use Adviceline and the Kent Advice Hub when they need advice about any problem which they are facing. You will be the 'front door' into our advice services, which means that you never really know what each call is going to be like, which certainly keeps you on your toes and stops your work day from being boring!

In this role, you will:

- make a real difference to people's lives and have a positive impact in your local community.
- develop knowledge across key advice areas such as benefits, debt, employment and housing.
- build on valuable skills such as communication, listening and problem solving and increase your employability.
- gain relevant and practical experience for a future career in advice, law or public services.

Key Responsibilities

- Talk with clients by telephone or video, exploring the issues they need help with. You will be expected to meet a target number of calls each day.
- Using comprehensive Citizens Advice resources, find and interpret information about the clients' problems and help them to understand their options.
- Support clients to take action to resolve their problems. This might involve arranging a specialist telephone appointment or referring the client to another organisation.
- Complete detailed case recording including a summary of the clients' problems and the advice/options given.
- Refer clients requiring on-going support to their local Citizens Advice office.
- Complete additional training as required.
- Look out for problems that are common or are unfair, to support our Research and Campaigns work.

Person specification

Previous relevant experience, for example in advice-giving or supporting clients over the telephone, is desirable, but not essential.

You don't need specific qualifications or skills, but you'll need to:

1. be a quick learner with an enquiring and inquisitive mind.
2. have a friendly and approachable telephone manner.
3. be non-judgmental and respect views, values and cultures that are different to your own.
4. have good listening skills.
5. have excellent verbal and written communication skills.
6. have good digital skills (proven ability to use Microsoft applications, word, email etc.) for researching information and case recording.
7. be able to quickly understand complex information and explain it to others.
8. be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.
9. be willing to undertake training in your role. This will involve some remote self-study and office-based training.

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus 4 additional days leave between Xmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To apply for this role, **please complete an [application form](#) and [diversity monitoring form](#) and email to: ann.starke@nwkent.cab.org.uk**

There is no closing date for this role. We will remain open to applications until a successful appointment has been made, so if you are interested in the role, we would encourage you to apply as soon as possible.