

Kent Advice Hub Meet & Greet / Administrator

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

**This role is funded by Kent County Council
through the Crisis & Resilience Fund.**



**Funded by
UK Government**



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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) 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. We currently 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	Kent Advice Hub Meet & Greet / Administrator
Hours	Part-time: 27.5 hours per week Monday – Friday, 9am – 3pm
Salary	Full Time Equivalent: £24,479 per annum Actual Salary: £19,233.50 per annum (for 27.5 hours per week)
Status	Permanent
Reports to	Generalist Advice Manager
Location	Central Gravesend Some travel may be needed on occasion within North & West Kent to help cover staff absence within the Meet & Greet Team.

Are you friendly, organised and confident using digital tools? Do you enjoy helping people feel welcome, listened to and supported? This is a great opportunity to play an important part in a new advice service that helps people across Kent access free, confidential advice when they need it most.

As part of our Kent Advice Hub team, you will be one of the first people clients meet when they contact us by video. You will not be expected to give advice yourself, but you will play a vital role in making sure clients are welcomed, reassured and connected to the right adviser as smoothly as possible.

This is a varied and people-focused role at the front door of our online advice service. You will welcome clients on the Kent Advice Hub (www.kentadvicehub.com), explain what will happen next, manage expectations and help keep the virtual waiting area

running smoothly. You will also coordinate adviser availability, support clients with consent and documents, and help ensure information is recorded accurately.

Alongside the video advice service, you will support colleagues across the wider advice team and help with essential office administration. This may include supporting local residents who need help to access our services in person, handling documents, helping with appointments and contributing to the smooth day-to-day running of the office.

In this role you will:

- make a real difference by helping people access timely support at what may be a difficult point in their lives.
- develop practical experience in digital service delivery, client support, administration and case recording.
- build valuable communication, listening, problem-solving and organisational skills.
- gain insight into issues affecting people across Kent, including benefits, debt, employment, housing and access to justice.

If you are friendly, organised and want to make a real difference in your local community, we would love to hear from you. You do not need previous advice experience — just the right values, a willingness to learn and a commitment to helping people access the support they need.

Job Purpose:

As the Meet & Greet / Administrator, you will guide clients through the video advice process, help keep advice sessions running smoothly, and support advisers by coordinating availability, handling client documents and maintaining accurate records. Your work will be central to creating a calm, respectful and accessible service, particularly for clients who may be vulnerable, anxious or unsure how to get the help they need.

Main Duties:

Meet & Greet

- Supporting clients to access the Kent Advice Hub service, along with other Citizens Advice services as needed.
- Monitoring the online Kent Advice Hub platform at all times, to effectively manage demand and Adviser availability.
- Greeting all Kent Advice Hub visitors and facilitating their smooth online transition through to an available Adviser, including explaining any delays and keeping callers informed.
- Assisting clients with completing consent forms as required.
- Scanning, photocopying client paperwork and uploading documents to Casebook (the Citizens Advice client database).
- Provide support and cover for other team members as required.

Office Administration

- Monitor shared documents email folder when required.
- Collect and process incoming post, manage outgoing post.
- Support with weekly, monthly and quarterly Health & Safety checks.
- Monitoring and ordering stationery.
- Contacting appropriate engineer for maintenance issues e.g. Photocopier.
- Appointment reminders – phone clients in advance of their appointment and record same on Casebook.

Other duties and responsibilities

- Support project work as necessary (may include phone calls to clients).
- 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 Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

	Essential / Desirable
Knowledge and Experience	
Experience in an administration, reception, customer or client-facing role.	Desirable
Experience of working or volunteering in the charity, advice, legal, community or public sector	Desirable
Demonstrable interest in supporting people in the local community, particularly those who may be vulnerable or facing difficult circumstances	Essential
Skills & Abilities	
Able to welcome clients warmly, explain processes clearly and help people feel reassured while they wait for advice.	Essential
Good listening skills, with the ability to communicate clearly and respectfully with a wide range of people.	Essential
Able to remain calm, patient and professional when supporting clients who may be anxious, frustrated or unsure what help they need.	Essential
Confident using digital tools, including Microsoft Office, email, online communication platforms and databases/case recording systems, or willing and able to learn quickly.	Essential
Well organised, with good attention to detail and the ability to record information accurately.	Essential
Able to manage competing tasks, follow procedures and ask for support when needed.	Essential
Be willing to undertake training in your role. This will involve some self-study and office-based training.	Essential
Personal Attributes	
Friendly, approachable and respectful.	Essential
Non-judgemental, inclusive and able to respect views, values and cultures that are different from your own.	Essential
Trustworthy, discreet and able to handle confidential information appropriately.	Essential
Reliable and responsible with a strong sense of accountability	Essential
Positive, flexible and willing to work as part of a team.	Essential
Committed to the aims, values and social justice mission of CAKLC.	Essential
Other Requirements	
Willingness to travel around North & West Kent on occasion, to support colleagues in other CAKLC offices if required.	Desirable

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:

- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus four additional days leave between Christmas 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**

Closing date for applications: Sunday 23rd August 2026, 5pm