

Kiosk Champion (Kent Advice Hub)

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**



SQM



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 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	Kiosk Champion (Kent Advice Hub)
Hours	Full or part-time considered. Full-time: 35 hours per week, Monday to Friday. Part-time must be minimum of 14 hours over 2 days/week
Salary	£26,863.20 per annum FTE, pro-rata for part-time.
Status	Permanent
Location	Community-based working in North & West Kent Whilst you will have a base in your most local CAKLC office (Gravesend, Dartford, Swanley, Sevenoaks, Tonbridge or Tunbridge Wells) the role will be primarily delivered in community settings. Regular travel around North & West Kent will be needed. For this reason, you must be able to travel without reliance on public transport.

Would you like to help make free, confidential advice easier to access in communities across Kent?

As a Kiosk Champion, you will be the welcoming face of the Kent Advice Hub, helping people use simple video technology to connect with an adviser from trusted community venues. You will support clients who may feel uncertain about using digital services, making sure they feel listened to, reassured and confident throughout their experience. You will not provide advice yourself.

This varied, community-based role also involves building positive relationships with kiosk hosts, raising awareness of the service and using feedback and data to help it reach more people. You will have the opportunity to help shape and grow an

innovative county-wide service that brings support closer to where people live and helps them get advice before problems reach crisis point.

We are looking for someone friendly, organised and confident with digital tools who enjoys meeting people, solving practical problems and making services easier to use.

This is a chance to be part of something new and meaningful. Every conversation you have, every client you support and every partnership you build will help bring life-changing advice closer to the people who need it most. If you want a role where you can see the difference you make every day, we encourage you to apply.

Job Purpose:

The Kiosk Champion will help more people access advice through Kent Advice Hub kiosks by supporting clients to use the technology, building strong relationships with host organisations and promoting the service locally. The role will help overcome digital barriers, increase kiosk use and improve the service through feedback and performance monitoring.

Main Duties:

Client Support:

- Provide friendly, patient, and practical support to individuals accessing Kent Advice Hub kiosks.
- Assist clients to use kiosk technology to access advice, information, and referral services.
- Support users who may have limited digital skills, confidence, literacy, or English language ability.
- Explain how the Kent Advice Hub works and help clients access the most appropriate support.
- Promote clients' independence by developing their confidence in accessing online advice services.
- Identify and respond appropriately to safeguarding or vulnerability concerns.

Kiosk Engagement and Promotion:

- Whilst hosting kiosk advice sessions, take opportunities to increase awareness, encourage use and promote the Kent Advice Hub and other advice services.
- Deliver demonstrations, presentations, and awareness sessions for staff, community groups and members of the public.
- Work with others in the Kent Advice Hub team to identify opportunities to improve accessibility, awareness, and effectiveness.
- Gather feedback from clients and host organisations on kiosk services and user experience.

Relationship Management:

- Act as the primary point of contact for designated kiosk host organisations.
- Build positive relationships with partner organisations, community groups, and local stakeholders.
- Support hosts to understand the benefits of the Kent Advice Hub and encourage active promotion within their communities.
- Work collaboratively with partners to identify unmet needs and barriers to access.
- Maintain regular communication with host venues and project stakeholders.

Performance Monitoring and Reporting

- Monitor kiosk usage, engagement levels, and client outcomes in your sessions.
- Collect and record data accurately in line with project requirements.
- Contribute to reports on kiosk activity, trends, and community feedback.
- Work with the Project Officer to identify underperforming sites and implement engagement plans to increase usage.
- Escalate technical issues and coordinate with relevant support teams to ensure prompt resolution.
- Support continuous improvement of kiosk services.

Project Delivery Support:

- Assist with the launch of new kiosk locations.
- Support training for host organisations, volunteers, and community partners.
- Contribute to project meetings and development activities.

- Represent the Kent Advice Hub at community events, networking meetings, and stakeholder forums.
- Work flexibly across Kent to support project priorities.

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 CAKLC.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification:

	Essential / Desirable
Knowledge and Experience	
Experience of working directly with members of the public or service users.	Essential
Experience of building positive relationships with stakeholders, partners, or community organisations.	Essential
Experience of using digital systems and online services confidently.	Essential
Demonstrable interest in supporting people in the local community, particularly those who may be vulnerable or facing difficult circumstances	Essential
Experience of promoting services, projects, or community initiatives.	Desirable
Awareness of safeguarding principles and vulnerable client groups.	Desirable
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
Ability to work independently and manage a varied workloads.	Essential
Problem-solving skills and the ability to positively respond to challenges.	Essential
Ability to travel across North & West Kent without reliance on public transport (Travel expenses will be reimbursed)	Essential
Personal Attributes	
Enthusiastic, flexible and adaptable approach	Essential
Reliable and responsible with a strong sense of accountability	Essential
Collaborative and supportive team member	Essential
Commitment to CAKLC's mission and values	Essential
Other Requirements	
Willingness to undertake training relevant to the role	Essential

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 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**

There is no closing date for this role. We will review applications as they are received and will keep the vacancy open until a successful appointment has been made. If you are interested, we encourage you to apply as soon as possible.