

**Welfare Benefits Specialist/Technical Supervisor**

 **The Role**

Job Title: Welfare Benefits Specialist/Technical Supervisor

Responsible to: Project Coordinator

Place of work: Hybrid – Remote and Office based, flexible options available across Liverpool, St Helens and Warrington

Salary: £29,798 FTE – pro-rata for reduced hours

Hours of work: Full time hours are 35pw.

Closing Date: 20/08/2025

Interview Date: Week commensing 25/08/2025

**As well as a competitive salary CAL also provides access to:**

* Generous annual leave of 27 days plus bank holidays (with an additional day per year after 4 years' service up to a maximum of 32 days plus bank holidays)
* Hybrid Working Scheme
* Interest-free travel loans
* Employee Assistance Programme
* Pension Scheme
* Cycle to Work Scheme
* Lifestyles Gym Membership (20% corporate discount)
* Enhanced maternity, paternity, and adoption leave pay
* Free VDU eye care test
* Professional and advice sector recognised training

 **Role profile**

Citizens Advice Liverpool in partnership with Citizens Advice St Helens and Citizens Advice Warrington are delivering a Welfare Benefits, Debt and Budgeting Advisory Service to Torus Housing tenants.

The Project Supervisor is responsible for supervising and overseeing the delivery of a Welfare Benefits Advisory Service. The supervisor will provide guidance, support, and leadership to a team of Welfare Benefits Caseworkers, ensuring the provision of high-quality welfare benefits advice to individuals and families in need. The role requires strong supervisory, communication, and organisational skills to effectively support the management of the project, monitor caseworkers' performance and adviser consultancy. The project supervisor will also be required to take on some casework for clients who require specialist advice regarding the review/appeals process, prepare clients for appeals tribunals and to represent at hearings where appropriate.

 **Job Description**

**Key duties and responsibilities**

* Work with a team of welfare benefit advisers to ensure effective support, supervision and appraisal
* Maintain effective admin systems and records, work cooperatively with colleagues, encourage good teamwork and clear lines of communication.
* Provide specialist welfare benefits advice in person and via digital channels to a small number of clients to support the team target and continuous development.
* Make home/outreach visits as necessary inc Torus Foundation and Citizens Advice buildings.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters, negotiating with third parties as appropriate.
* Prepare and present welfare benefits cases to the appropriate statutory bodies, tribunals and courts as appropriate, up to and including level 2 tribunal.
* Provide advice and assistance to colleagues across the whole range of welfare issues.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring, and report preparation.
* Carry out Quality of Advice Assessments and file reviews in accordance with agreed Advice quality standards and procedures
* Assist with social policy, providing information to inform CAL Senior Leadership Team
* Keep up to date with legislation, case law, policies and procedures relating to welfare and undertake appropriate training.

**General**

* Create a positive working environment in which equality and diversity are well managed, dignity at work is upheld and staff perform optimally.
* Ensure that all work meets quality standards and the requirements of the funder
* Attend relevant internal and external meetings as agreed with the line manager.
* Assist with initiatives for the improvement of services.
* Keep up to date with Citizens Advice Aims, policies and procedures and ensure these are followed.
* Abide by health and safety guidelines and share responsibility for your own health and safety and that of colleagues.
* Identify own learning and development needs and take steps to address these with your Line Manager
* Key holder responsibility, opening and closing the building where necessary.
* Carry out any other tasks within the scope of the post to ensure the effective delivery and development of the service.

 **Person specification**

**The successful candidate will have:**

1. Minimum of two years experience in welfare rights advice work
2. Extensive knowledge and experience of welfare benefits legislation.
3. Effective oral communication skills with particular emphasis on negotiating and representing.
4. Effective writing skills with particular emphasis on negotiating, representing and preparing reviews, reports and correspondence.
5. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
6. Ability to prioritise own work, meet deadlines and manage caseload.
7. Ability to use ICT in the provision of advice and the preparation of reports and submissions.
8. Ability to motivate and line manage staff
9. Ability to monitor and maintain own standards.
10. Demonstrate understanding of social policy trends and their implications for clients and service provision.
11. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equal opportunities policies.

 **How to Apply**

Applications should consist of:

* Diversity and Monitoring form completed online [here](https://forms.office.com/Pages/ResponsePage.aspx?id=HvhVKSvKrkSATX3qZSx5ctWmJpY_-B5CnokgZNhz7apUNEQ5WFFZTkxHWU5KS0lMMkRQVE5GQUNTUiQlQCN0PWcu) - this form does not form part of your application but must be completed
* Fill out the application form provided

**Completed application forms should be emailed to recruitment@caliverpool.org.uk**

Please note that interviews may take place over Microsoft Teams. Queries regarding the job description or the role overall should be sent to [recruitment@caliverpool.org.uk](mailto:recruitment@caliverpool.org.uk)

 **Application Guidance**

**Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

**Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Citizens Advice Liverpool does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, you will have received details with the application pack - further details will be provided if you are shortlisted.

**References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

**Criminal Convictions**

Anyone who applies to work within Citizens Advice Liverpool will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for Citizens Advice Liverpool – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis. Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.