

Help to Claim (Universal Credit) Adviser – Falkirk Citizens Advice Bureau

Job Details

Job title

Help to Claim - Universal Credit Adviser

Employer

[Falkirk Citizens Advice Bureau](#)

Closing date: Friday 30 May 2025

Location

Falkirk/blended working

Hours per week

35 hours per week each with shift patterns from 07.45 to 19.00. (Applicants must be prepared to work variable shifts within these times)

Type of contract

Fixed term

Salary £26,499

More about the job

About the job

Falkirk Citizens Advice Bureau are looking for an adviser to deliver a holistic advice and support service aimed at clients completing their initial Universal Credit Claim and supporting them through to their first payment. This involves helping with online forms, the evidence required, and verifying their identity online using telephone, web chat and video call facilities.

About the job

We are looking for a client-focused individual preferably with experience of Social Security benefits (Universal Credit). In this role you will use telephony, email, Webchat and video call facilities.

To succeed, you will have relevant experience and knowledge of current welfare benefits (Universal Credit) and have the ability to analyse the client's needs and be able to provide the client with advice on eligibility for Universal Credit and support the client through the application process. You will also be able to support the client to gather the information or evidence needed to complete the claim.

You will have strong oral and written communication skills. We are also looking for a proven ability to work effectively and be well organised. Proficiency in using a range of IT tools to carry out your work, including case management systems, online forms and Microsoft Office applications is essential.

Committed, results-driven and supportive to the needs of others, you will be able to work well within a team and have a willingness to follow and develop agreed procedures.

Fixed-term contract to 31 December 2025

Application pack is attached below

For further details about this role please email: bureau@falkirkcab.casonline.org.uk