

**Consumer Advisers**

We are looking for enthusiastic individuals to provide consumer advice to clients via telephone and digital channels throughout Wales and England as part of the Citizens Advice Consumer Service.

**Looking for a career with work-life balance?**

We offer Monday to Friday, 9 to 5 hours, with no evenings, weekends, bank holidays, or sales! You will receive a generous 30-day annual leave package in addition to Bank Holidays. We are a Real Living wage employer offering a competitive starting salary, and we’re proud of our strong development culture with frequent opportunities for training and career progression. We’re looking for people with a background in customer service who enjoy helping others and problem solving. If this sounds like a good fit and you’d like to know more we would love to hear from you.

**Hours:** Full-Time- 37 hours per week; Monday - Friday

**Salary:** Starting from £18,907

**Holidays:** 30 days’ annual leave per annum, plus Bank Holidays

**Closing Date:** 22.02.2022

**Start Date:** 07.03.2022

**Interview Date:** 09.02.2022, 23.02.2022 and 25.02.2022

**Location**: Barry- Office Based

**Qualifications and Skills.**

**The successful candidates will:**

* **Have experience in delivering excellent customer service either in a face to face, telephone or other digital environment**
* **Have excellent communication skills.**
* **Have good data entry and IT skills.**
* **Welsh language applications are highly encouraged**

**Benefits:**

**We offer an attractive remuneration package with excellent terms and conditions of employment including:**

* **Competitive starting salary**
* **Excellent work life balance**
* **Frequent training and career development opportunities**
* **Pension scheme**
* **Employee Assistance Programme**

**Job Duties:**

* **Answer incoming customer enquiries**
* **Engage with customers in a friendly and professional manner while actively listening to their concerns**
* **Offer support and solutions to customers in accordance with policies**

**Application**:

Please refer to our website for further information [www.cacv.org.uk](http://www.cacv.org.uk)

Application by sending CV and a covering letter of no more than 250 words detailing why you are interested in the role, explaining what you will bring to role and organisation, and why your skills, experiences and interests are suitable for a role as a consumer adviser with Citizens Advice Cardiff & Vale.

CV and covering letter to be emailed to [recruitment@cacv.org.uk](mailto:recruitment@cacv.org.uk)

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