Job Title:	Digital Skills and Support Advisor
Salary:	£27,729.27 FTE
Location:	North East. Hybrid office & home with travel across the region
Role purpose:	Support residents across the region to use online HM Courts & Tribunals Service forms to progress their case.
Key Duties	
	Assess each client's digital support needs and provide accessible, timely and practical guidance through the most appropriate channel.
	Help clients access, understand and accurately complete HM Courts & Tribunals Service online forms, while explaining each stage and the next steps.
	Coach clients to build transferable digital skills and confidence, including using email, websites, online accounts, document uploads and safe online practices.
	• Interpret and communicate relevant and accurate information and guidance using internal resource systems within Citizens Advice County Durham and from approved external sources
	• Maintain accurate, timely case records, outcomes and monitoring data in line with Quality Standards, supporting case continuity, reporting and information retrieval. Use data to strengthen referral pathways across County the North East region.
	• Respond professionally and efficiently to enquiries received through web forms, telephone, email, video appointments and face-to-face contact.
	• Apply a no wrong door approach, Identifying clients' wider advice and support needs and signposting or referring them to the appropriate Citizens Advice service, specialist agency or community resource.

	• Advise across channels e.g. face to face, email and telephone as required
	• Demonstrate commitment to the principles, aims and policies of CACD

Person Specification

Please ensure you answer all of the below points (1-9) within your application form to be considered for this role.

Essential
1- Experience of providing excellent customer service, advice and practical support to people with different needs.
2- Strong digital skills and confidence using email, web browsers, online accounts, digital forms, document uploads and video meeting platforms.
3- Excellent verbal and written communication skills, with the ability to explain digital tasks clearly, patiently and in accessible step-by-step language.
4- Experience of supporting or coaching people with different levels of digital confidence, skills and learning needs through telephone, email, video and face-to-face channels.
5- A good understanding of digital exclusion and the barriers that may prevent people from accessing online services safely and independently.
6- Ability to organise and prioritise a varied workload, maintain accurate records, use initiative and take a practical, solution-focused approach to problems.
7- Ability to work effectively with colleagues and external partners.
8- Ability to commit to the aims, principles and policies of Citizens Advice
9- Full UK drivers license and ability to travel regularly across County Durham and the wider North East.
Desirable

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Job Description and Person Specification

D-1 Citizens Advice Generalist Certificate or ability to work towards this
D-2 Knowledge of HM Courts & Tribunals Service services and forms.

Under Citizens Advice national policy, the successful candidate may need to complete a DBS check. Having a criminal record will not necessarily prevent appointment.