

Trainee Adviser

Could you be the person who helps someone find a way forward?

Location: Flintshire (office-based during probation, hybrid working after)

Salary: £25,872 per annum

Hours: 37.5 per week

Contract: Trainee position, with progression to full adviser role subject to successful completion of adviser competencies

Deadline: midnight, Sunday 4th October 2026

The full job description can be found via a link near the top of the [job application form](#).

As well as the application form, please submit your CV to: recruitment@flintshirecab.org.uk

Are you someone who listens without judgement, stays calm under pressure, and genuinely wants to make a difference for people in your community? If so, we'd love to hear from you.

We're looking for a motivated and compassionate person to join Citizens Advice Flintshire as a Trainee Adviser. This is an entry-level role with a structured training pathway and a clear route to a permanent Adviser position for those who demonstrate the full competencies.

You don't need experience in advice. What matters most is who you are: someone who is curious, willing to learn, and committed to helping others get the support they need.

About Us

Citizens Advice Flintshire has been providing free, confidential, and impartial advice to people across Flintshire since 1964. Every day, our advisers help people navigate issues with benefits, debt, housing, employment, and more - often at the hardest moments of their lives.

About the Role

You'll begin with structured training designed to set you up for success. From there, you'll grow into your role as the first point of contact for clients - the person who meets them at the door, hears their situation, and makes sure the right help follows.

Day to day, you'll:

- Welcome clients across our face-to-face drop-ins, outreach locations, and online channels, including email and WhatsApp
- Listen carefully to understand what someone needs
- Make sure the right next step actually happens for each client
- Keep clear and accurate records of every client contact

- Work through structured training across all areas of advice as you build toward a full Adviser role

Are You the Person We're Looking For?

You don't need a background in advice work - we'll give you the training and guidance you need. What we can't teach is the warmth, curiosity, and commitment that makes a great adviser.

The traineeship will lead to a full Adviser role for those who demonstrate the full adviser competencies. If the following sounds like you, we want to hear from you.

- You're genuinely motivated to help people and make a difference in your community
- You're a warm, clear communicator - and you can stay calm and kind with someone who is stressed or upset
- You're resilient, and able to manage the emotional demands of working alongside people in difficult circumstances
- You're curious and committed to learning - this role involves a lot of training, feedback and development.
- You're organised and thorough, comfortable following processes and keeping accurate records
- You're confident using digital tools and online messaging platforms

What We Offer

- £25,872 salary during the traineeship, with a permanent Adviser role - and the salary band that comes with it - available on demonstration of full adviser competencies, and further progression routes into specialist casework beyond that
- 33 days annual leave pro rata, plus the option to purchase additional leave
- 5% matched pension contribution
- Hybrid working after probation
- Structured training and development, including the Citizens Advice Generalist Advice Certificate
- A friendly, flexible, and inclusive working culture where your contribution is valued

How to Apply

Please complete all the questions on the [application form](#) and also submit your CV via email to: recruitment@flintshirecab.org.uk giving your name and the job you are applying for in the subject header.

If you have any accessibility requirements, please contact us on **01352 706840** and we'll be happy to help.

We are committed to equity, inclusion, and diversity.

We particularly welcome applications from disabled people, Black, Asian and Minority Ethnic candidates, others underrepresented in our workforce, and people who are at the start of their career or returning to work after a break.