



General Adviser

Inverness, Badenoch & Strathspey

Summary of role

To help provide effective and efficient advice to members of the public.

What might you be doing?

- Interviewing clients face to face and over the phone
- Researching, interpreting and communicating information so clients can make an informed decision
- Presenting clients with options and supporting them to take action
- Acting on behalf of clients if necessary
- Negotiating, referring and drafting letters for clients
- Completing comprehensive and clear case records



Does this sound like you?

- Excellent communication skills (verbal and written)
- Open, approachable and understanding of individuals needs
- Able to provide advice by researching and using relevant information
- Respectful of views and values which may be different from your own.
- Able to work within a team
- Able to use computers
- Willing to undertake on-going training