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[www.ben.org.uk](http://www.ben.org.uk)



## Regional Client Support Advisor

Home Based –covering Eastern England  
35 hours per week - 5 days per week

### The role

Our Client Support Advisors (CSA) need to be able to combine a compassionate and caring approach with an objective and holistic perspective in order to be able to assess a client's true needs and ensure that a consistent and fair outcome or solution is achieved. The role requires an ability to respond effectively to reactive situations while at the same time drawing on your naturally collaborative instincts to work with the Support Services team to identify trends in client need and respond with targeted preventative interventions.

As a CSA covering a large geographical area you will manage a caseload and provide roaming support to clients in your geographical area, complete full and thorough client needs assessments by phone or face to face, and agree appropriate actions, building full and comprehensive support plans.

Your aim is to enable clients to become independent by exploring beyond their immediate needs to identify the intrinsic cause of their challenges and work to achieve a long term, sustainable solution.

### The person

The ideal candidate is likely to have experience gained from a similar role in the third sector and hold a level 3 Advice and Guidance qualification. You will be driven by a desire to help people, working in a holistic manner and confident in supporting people with complex problems and identifying the core issue.

You possess a natural ability to engage with people and gain their trust using a variety of methods including face to face meetings so a very flexible approach to travel across the specified region is crucial. You are a proactive multi-tasker with a 'can-do' attitude, already valued as an adaptable and supportive team player. You are consistently reliable and always plan effectively and work hard to ensure deadlines are achieved.

You will be comfortable learning new software and systems and be fully conversant with MS Office. In return we offer you:

- Competitive pay
- Generous holiday allowance
- Contributory Pension Scheme – matched up to 3 %
- Free DBS check (subject to eligibility being met)
- Excellent training and development
- Referral scheme
- Childcare vouchers
- Free parking when at Head Office
- Subsidised Restaurant when at Head Office
- Discount on certain car brands

If this describes you, then please contact us at [careers@ben.org.uk](mailto:careers@ben.org.uk) and enclose your latest CV and covering letter explaining why you are the ideal candidate for this role.

 /BenSupport4Auto  
 @BenSupport4Auto

Ben - Motor and Allied Trades Benevolent Fund.  
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