

Energy Adviser

September 2020

Job pack

Thank you for your interest in working at Citizens Advice Broxtowe. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice network.

In this pack you'll find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation and role
- Application process
- The role profile and person specification
- Guidance Notes

● Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about Citizens Advice

1. We're local and we're national. We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How Citizens Advice Broxtowe works

Citizens Advice Broxtowe is a registered charity providing advice services in our 2 very busy town centre offices in Eastwood and Beeston with an outreach in Stapleford. We have been operating for over 45 years.

In 2019/20 we handled over 22,000 enquiries on a wide range of subjects including debt, housing and homelessness, family problems and employment issues. Debt and welfare benefits account for almost 70% of all enquiries.



Our service makes a real contribution to the most deprived individuals and communities and we make a real difference to people's lives.

We support local economies by maximising people's income and increase the circulation of money in the local area by helping people claim benefits they are entitled to.

Citizens Advice Broxtowe works in partnership with local service providers in the voluntary and statutory sectors and provides outreach advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Board are responsible for setting the strategy and budget for the organisation. Day to day responsibility for the running of the organisation is with the Chief Executive together with a management team.

We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors. Currently we have 22 paid staff and 50 volunteers across the two offices.

This is a challenging, exciting and innovative opportunity to join a successful forward thinking local Charity and to be part of a professional team of both staff and volunteers.

How Citizens Advice works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

The national charity includes

- 800 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

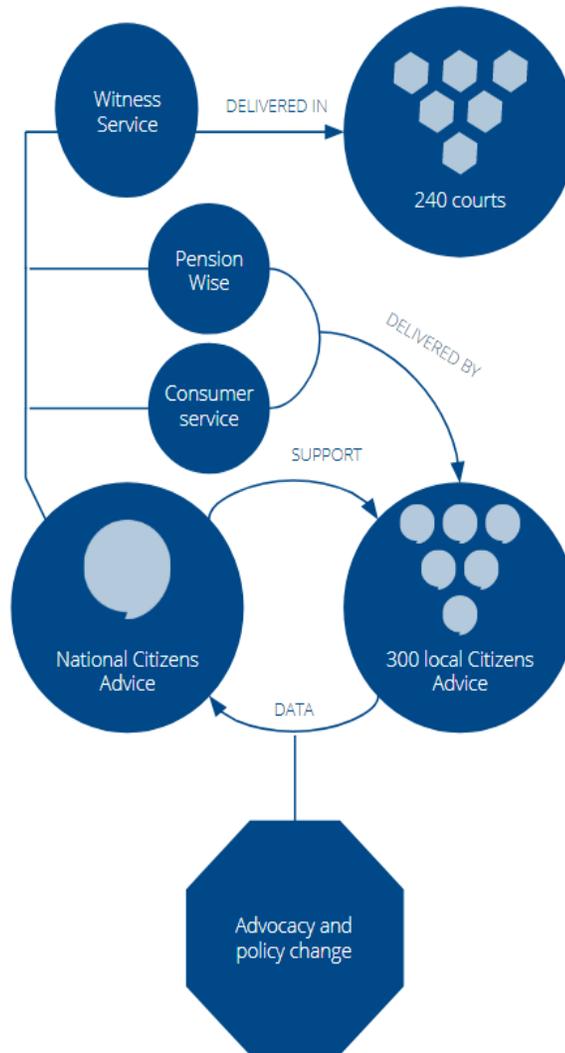
We are a network of members, all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



Application Process

The closing date for completed applications is midnight on Monday 28 September 2020. It is not mandatory to complete the equalities and diversity monitoring form. This information is requested for monitoring purposes only in line with the bureau's commitment to equality and diversity.

If you would like to discuss this vacancy before you apply please email Sally Bestwick (see below) to arrange a convenient date and time.

Please email your completed application to:-
sally.bestwick@ca-broxtowe.org.uk

If you are unable to make an electronic application, please submit by post, marked **Confidential** to:-
Sally Bestwick
Chief Executive
Citizens Advice Broxtowe
The Library and Information Centre, Wellington Place
Eastwood
Nottinghamshire
NG16 3GB

Wherever possible please submit your application via email and before the closing date

CVs are not acceptable. No agencies. Previous applicants need not apply.

If you have not heard from us 2 weeks after the closing date unfortunately your application has been unsuccessful on this occasion.



The Role

Job Title:	Service Manager
Reporting to:	Chief Executive of Citizens Advice Broxtowe
Salary and hours:	£19,000 per annum pro rata 15 hours per week until 31.3.2021
Location:	You will be working across out two main offices in Eastwood and Beeston. Due to the pandemic the majority of the work will be telephone advice. Office base therefore negotiable.
Role purpose:	To advise clients on how to Switch and Save, any other elements of Energy Advice including advice on how to keep Well and Warm.
Key accountabilities	Job Description
	<p>Role purpose</p> <ul style="list-style-type: none"> • Provide casework covering the full range of Energy Advice. • Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning. • Negotiate with third parties as appropriate. • Ensure income maximisation through the take up of appropriate benefits. • Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate. • Make home/outreach visits as necessary. • Provide advice and assistance to other staff across the whole range of Energy issues. • Ensure that all casework conforms to the Office Manual and the Advice Quality Standard and/or the Specialist Quality Mark as appropriate. • Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. • Ensure that all work conforms to the organisation's systems and

procedures.

Research and campaigns

- Assist with research and campaigns work by providing information about clients' circumstances.
- Provide statistical information on the number of clients and nature of cases and provide regular reports to the management team.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to Energy Advice and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/management team meetings as appropriate.
- Assist with Service initiatives for the improvement of services.

Administration

- Review and make recommendations for improvements to our services.
- Maintain local information systems.
- Use IT for statistical recording, record keeping and document production.
- Keep up to date with policies and procedures relevant to advice work and undertake appropriate training.
- Attend internal and external meetings as agreed with the manager.
- Maintain close liaison with relevant external agencies by promoting the service to obtain referrals



Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

1. Knowledge and experience of delivery generalist advice, any additional examples of delivery energy advice would be advantageous.
2. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
3. Understand the issues involved in interviewing clients.
4. Ability to speak to groups of people and create networking opportunities.
5. Ability to hit targets specified within the project.
6. Ability to prioritise own work, meet deadlines, targets and produce case studies and statistics as required.
7. Ability to use IT in the provision of advice and the preparation of reports and submissions.
8. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
9. Ability and willingness to work as part of a team.
10. Ability to monitor and maintain own standards.
11. Undertake any training relevant to the role.
12. Understanding of and commitment to the aims and principles of the CAB service and its equality and diversity policies.

Application Form Guidance Notes

Please complete your application and return it preferably by e-mail (as a Word document) no later than the closing date referred to in the advert. If you return your application via e-mail there is no requirement to send a hard copy in the post. You can alternatively post a copy to the address given. CVs will not be accepted as a substitute for the application form.

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

Disability

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice Broxtowe does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

Citizens Advice Broxtowe values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Monitoring recruitment and selection procedures is one way of helping us to ensure that there is no unfair discrimination in the way that we recruit people. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Broxtowe. This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. However, if you would prefer not to answer any of the questions we ask, please leave them blank.

Information, experience, knowledge, skills and abilities

This is a key section of the application form which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification. It is important that you tailor your response to clearly demonstrate how you meet each requirement. No assumptions will be made about your achievements and abilities.

Please provide one example for each requirement. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. Please try to limit your response to each criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

Specific – give a specific example

Task – briefly describe the task/objective/problem

Action – tell us what you did

Results – describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, further details will be provided if you are shortlisted.

References

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following interview.

Criminal convictions

Anyone who applies to work within Citizens Advice Broxtowe will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice Broxtowe – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a CRB Disclosure, this will be noted in the application pack.