



**Broxtowe**

# **Mediation Coordinator September 2023**

## **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.

## Disability Confident Scheme

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy/ies



## 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.

**4. Collaborative working.** Citizens Advice in Nottinghamshire work in partnership to deliver a better more sustainable service for our clients. This post is part of that evolution.

# How Citizens Advice work

Citizens Advice Broxtowe is a registered charity providing advice services in our 2 town centre offices in Beeston and Eastwood. We have been operating for over 49 years.

In 2022/23 we handled over 7,000 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 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 advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Board is 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 field of money advice, benefits advice, housing advice and mental health support who work in the local community supported by our volunteer advisors. Currently we have 25 paid staff and 45 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 to make a real difference to people's lives.

# 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

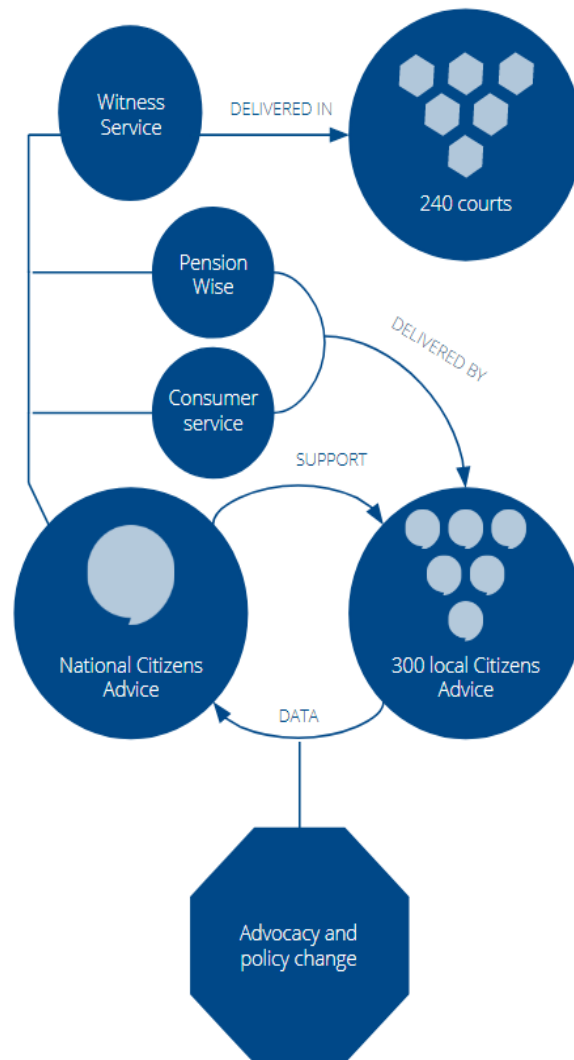
We are a network of members, all independent charities, delivering services from

- 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 Friday 6 October 2023

It is not mandatory to complete the equalities and diversity monitoring form which is here [EDI form](#). This information is requested for monitoring purposes only in line with our commitment to equality and diversity.

Please email your completed application to:-  
[sally.bestwick@ca-broxtowe.org.uk](mailto: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**

**Please state on the application form which position you are applying for.**

**CVs are not acceptable. No agencies**



## The Role

<b>Job Title:</b>	Mediation Coordinator
<b>Reporting to:</b>	Chief Executive
<b>Salary:</b>	£23,700 per annum pro rata
<b>Hours</b>	22.5 hours per week
<b>Contract Term</b>	Permanent
<b>Location:</b>	Based in our Beeston office . You will be required to attend both our offices in Beeston and Eastwood. Some home working may be possible once initial training is completed. Occasional evening working will be required to conduct volunteer meetings and mediations. Time off in Lieu will be awarded for this.
<b>Role purpose:</b>	<p>To provide day to day coordination and supervision to our brand new Mediation Service across Broxtowe.</p> <p>Provide a mediation service when required.</p> <p>We are working with our partner Broxtowe Youth Homelessness to provide a mediation service to Broxtowe Residents.</p> <p>You will be responsible for managing the volunteers who will be needed to carry out some aspects of the mediation as well as supplying mediation and supervision to the volunteers.</p> <p>Ensuring good quality standards are met is essential to this role. We anticipate the service to commence at the beginning of April. This is a varied and demanding role which is vital to the successful delivery of this project.</p>
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>
<b>General Responsibilities</b>	<p>Assist the Chief Executive to carry out the following tasks:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Assist the CE and Development Manager to set up and commence the project in accordance with our partnership agreement.</li><li><input type="checkbox"/> Ensure ongoing success of the project.</li><li><input type="checkbox"/> Implement IT and other resource strategies within Citizens Advice guidelines.</li></ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Participate in organisational initiatives as appropriate and contribute to the work of associated committees and working parties.</li> <li><input type="checkbox"/> Contribute towards the Annual Report.</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure the project remains on track to meet targets and inform the CE regularly of progress and any potential problems.</li> <li><input type="checkbox"/> Prepare reports on the projects progress for the CE and Trustee Board on time and accurately.</li> <li><input type="checkbox"/> Hold regular meetings and identify any staff or volunteer training in order to achieve effectiveness and efficiency.</li> </ul>
<b>Staff and Volunteer Management</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Attend regular meetings of all paid and unpaid staff and with our partners BYH and Broxtowe Borough Council.</li> <li><input type="checkbox"/> Encourage good teamwork and lines of communication between all members of staff and volunteers.</li> <li><input type="checkbox"/> Arrange and participate in the recruitment and selection process of volunteers and/or staff as required.</li> <li><input type="checkbox"/> Ensure that new recruits are successfully inducted and receive the appropriate training.</li> <li><input type="checkbox"/> Carry out regular appraisals in line with our appraisals policy for the staff/volunteers you line manage.</li> </ul>
<b>Training and Development</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Identify and implement own training and development needs.</li> <li><input type="checkbox"/> Identify the training needs of staff and volunteers through continuous audit monitoring.</li> <li><input type="checkbox"/> Assist with any collaboration work being carried out by the Citizens Advice local offices.</li> <li><input type="checkbox"/> You will be required to obtain a certified qualification from UK Mediation or similar on appointment if not already held. (paid for by CA Broxtowe).</li> </ul>
<b>Public Relations</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Promote the work of the Citizens Advice service following our communication guidelines.</li> <li><input type="checkbox"/> Liaise effectively with external partners, funders, Citizens Advice and other Local Citizens Advice offices</li> </ul>
<b>Other duties and responsibilities</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Promote the aims, policies, and membership requirements of the Citizens Advice service.</li> <li><input type="checkbox"/> Carry out any other tasks within the scope of the post ensuring effective delivery and development of the service</li> <li><input type="checkbox"/> Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.</li> </ul>



# Person specification

## Mediation Coordinator

### Essential Criteria

1. Knowledge of KPI setting and reporting against project objectives
2. Ability to use IT systems including databases and remote working systems.
3. Experience of successfully managing volunteers working to quality standards
4. Ability to work independently.
5. Strong communication skills both written and verbal.
6. Ability to organise and prioritise own workload and adjust plans as required both in the short and long term.
7. Ability to utilise interpersonal skills to build and maintain relationships with our partners involved in this project and our wider stakeholders.
8. Ability to use own judgement to seek advice or refer issues upwards when unsure of the appropriate response.
9. Ability to work flexibly to meet the demands of the role.

### Desirable Criteria

1. Experience in the advice or mediation sector
2. Hold a Mediation Qualification (ie through UK Mediation)

## Application Form Guidance Notes



Please complete your application and return it preferably by e-mail 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 an 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 the 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.