

Generalist Adviser

December 2023

Job pack

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

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Central Nottinghamshire
- The job description and personal specification
- Terms and conditions
- What we give our staff
- Equity and diversity
- How to apply, the application process and guidance notes

Want to chat about this role?

If you want to chat about the role further, you can contact Jackie Insley; Kathryn Stacey or Sally Bestwick at jackieinsley@sn-ca.org.uk or kstacey@ashfieldca.org.uk or sally.bestwick@ca-broxtowe.org.uk

Our values

We're inventive. We're not afraid of trying new things and learning 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 us

1. We're local and we're national. We have 4 national offices and offer direct support to people in around 250 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.

Overview of Citizens Advice

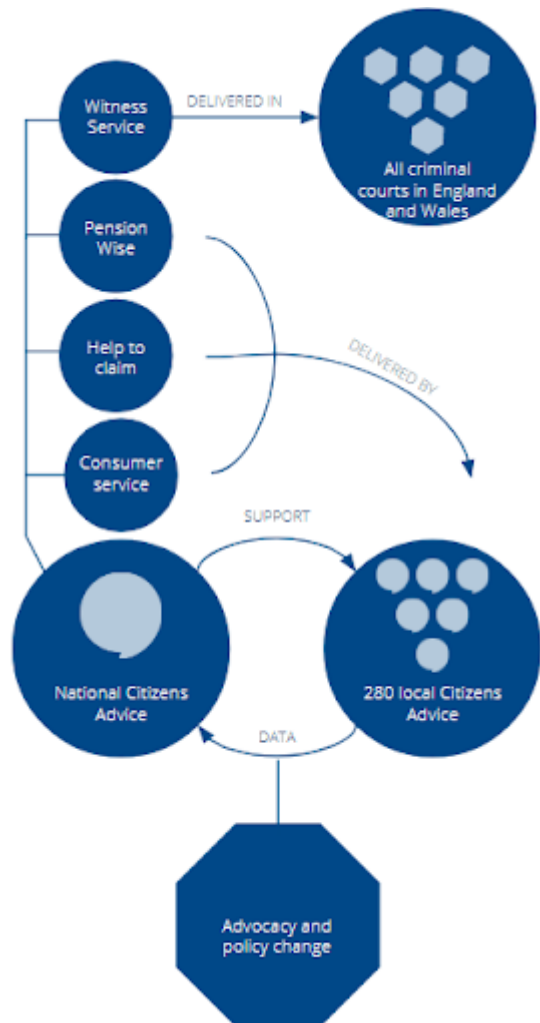
The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 250 local Citizens Advice members delivering services from

- 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.



How Citizens Advice Central Nottinghamshire works

Citizens Advice Central Nottinghamshire is an independent registered charity serving our local area. We provide advice services in person from our offices in Eastwood, Beeston, Kirkby, Ollerton and Newark and from numerous outreach locations throughout the area, as well as over the phone, by web chat and email.

Every year thousands of people come to us for free, independent, confidential, and impartial advice and information. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work, housing issues, claiming benefits, employment law and much more.

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 increasing the circulation of money in the local area by helping people claim benefits they are entitled to.

Through our daily interaction with clients, we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally. We employ specialists in the fields of money advice, housing and welfare benefits who work in the local community supported by our volunteer advisors.

We work in partnership with local service providers in the voluntary and statutory sectors and provide outreach advice services within the community targeting our service towards people most likely to be socially excluded.

Our Trustee Boards are responsible for setting the strategy and budget for the organisation. The day to day responsibility for the running of the organisations is with the Chief Officer together with a management team.

This is an opportunity to join a successful, forward thinking local charity and be part of a professional team of both staff and volunteers.

The Role

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| Job Title: | Generalist Adviser |
| Reporting to: | Operations Manager |
| Hours: | 37 hours per week (Part time hours considered) |
| Contract: | This is a permanent role |
| Location: | Citizens Advice Central Nottinghamshire covers 3 Districts - Ashfield; Broxtowe and Newark & Sherwood. This roles require an individual to be flexible but your work base would be the closest to where you live |
| Role purpose: | <p>The role will be to provide holistic general advice to residents by:</p> <ul style="list-style-type: none">● Providing advice on the full range of general enquiry areas, in particular Welfare Benefits and Debt, maintaining Citizens Advice quality standards and achieving performance targets.● Providing support to clients with a clear plan of action to enable them to act for themselves and to advocate for those who need practical assistance to progress their case.● Producing detailed case records on our case management system for the purpose of continuity of casework, statistical monitoring and report preparation. <p>You will be trained to give advice across channels including face-to-face, telephone, email and web chat.</p> |
| Context of role: | You will be a member of Citizens Advice Central Nottinghamshire casework team & staff team. As such you will be required to work from a variety of Citizens Advice outlets and report to your line manager who will usually be the Operations Manager. |
| DBS check: | This role does require a DBS check |

| Key accountabilities | Key elements/Tasks |
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| Training | <ul style="list-style-type: none"> ● Keep up to date with legislation, case law, policies and procedures relating to advice, and attend appropriate training; including reading relevant publications. ● To identify and develop your own learning opportunities. |
| Assessments | <ul style="list-style-type: none"> ● Identify key information about the problem including time limits, key dates and requirements for urgent advice or action (using the Advice Guide website, scripts and any other diagnostic tools as necessary). ● Assess and agree the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and the organisation's resources. ● Refer clients appropriately (both internally and externally) to suit clients' needs following agreed protocols, including planning and informing clients of what to expect. ● Record information given during an assessment interview onto case record screens. ● Assess client's problem(s) using sensitive listening and questioning skills, signpost clients appropriately to suit their needs, following agreed protocols. |
| Advice giving | <ul style="list-style-type: none"> ● Give face to face, telephone and digital information, advice and support to local people on social welfare law at generalist-level (including Benefits, Debt, Housing) ● Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities. ● Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information. ● Research and explore options and implications so that clients can make informed decisions. ● Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning. ● Negotiate with third parties such as statutory and non-statutory bodies as appropriate. ● Ensure that all work conforms to the organisation's office manual and the Advice Quality standard other funding requirements, as appropriate. ● Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy. ● Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. |
| Research and Campaigns | <ul style="list-style-type: none"> ● Assist with research and campaigns work by providing information as appropriate. ● Alert clients to research and campaign options. |

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| Professional Development | <ul style="list-style-type: none"> Keep up to date with legislation, policies and procedures and undertake appropriate training. |
| Administration | <ul style="list-style-type: none"> Attend relevant internal and external meetings as agreed with the line manager. Prepare for and attend supervisor session/team meetings/staff meetings as appropriate. Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production. Ensure all work conforms to the organisation's systems and procedures. |
| Other duties and responsibilities | <ul style="list-style-type: none"> Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the whole service. Demonstrate commitment to the aims and principles of the Citizens Advice service. Abide by safety, health and environment guidelines and share responsibility for your own safety and that of colleagues. |



Person Specification

| | Criteria | Essential | Desirable | Demonstrable through application/ interview/Test |
|---|--|------------------|------------------|---|
| 1 | A minimum of 12 months' experience in an advice agency or similar setting | | ✓ | |
| 2 | Experience of delivering advice and support to people at a generalist-level | ✓ | | |
| 3 | Ability to learn and develop knowledge and skills, and willingness to work within guidelines, protocols and procedures | ✓ | | |
| 4 | Good time management skills, with ability to work under pressure, and prioritise a variety of tasks | ✓ | | |

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| 5 | Good listening skills, with the ability to give and receive feedback sensitively. | ✓ | | |
| 6 | Ability to communicate effectively and accurately in writing, face to face and on the phone | ✓ | | |
| 7 | Ability to monitor and maintain own standards to meet quality and widerservice requirements | ✓ | | |
| 8 | Good digital skills, with ability to use a range of applications, including case management systems, information databases and data recording | ✓ | | |
| 9 | Able to work effectively as part of a team with the self motivation to work flexibility and independently | ✓ | | |
| 10 | Proven track record of project management and working successfully with partners to ensure measurable outcomes for clients. | ✓ | | |
| 11 | Ability to travel to locations across Broxtowe, Ashfield and the Newark & Sherwood districts | ✓ | | |
| 12 | A good up to date understanding of equality and diversity and its application to the provision of advice | | ✓ | |
| 13 | Commitment to the aims, principles and policies of Citizens Advice | | ✓ | |
| 14 | Completed the Citizens Advice Certificate in General Advice. | | ✓ | |

Terms and conditions

Contract – This is a permanent position

Salary – The salary for this post is **Salary: £23,114 - £25,979 per annum (depending on experience) per annum (plus 6% pension contribution)** Salary is paid monthly by bank transfer

Pension - On appointment the post holder will be automatically enrolled into the workplace pension scheme.

Location - The role will mainly be based in outreach locations throughout the Central Nottinghamshire area

Probation - There is a period of 6 months for all new entrants. Subject to satisfactory performance the post holder will have their contract status confirmed at the end of their probationary period.

Annual leave - 33 days per year including bank holidays

Any offer of employment is subject to

- satisfactory demonstration of the right to work in the UK
- receipt of two satisfactory references

What we give our staff

When you join our team you will be given an induction to the organisation and your new role. This will include some mandatory training modules, reading policies and getting to know the people you will be working with. All roles will be provided with a training plan to follow and further training and development opportunities. You will have a named line manager who will support you through supervision, team meetings and annual reviews.

Equity and Diversity

Citizens Advice Central Nottinghamshire values diversity, promotes equity and challenges discrimination.

We encourage and welcome applications from suitably skilled people of all backgrounds and are a Disability Confident committed employer.

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 and we are operating a fair and equitable procedure. To do this we need to know about the diversity profile of people who apply for posts at Citizens Advice Central Nottinghamshire. We ask for this information in order to monitor recruitment profiles to identify under-represented groups, identify trends over time, improve recruitment and retention processes, inform the service-wide EDI strategy and report to funders.

This information is given in confidence for monitoring purposes only and is not seen by anyone responsible for making recruitment decisions. We do not ask for your name on the form so only anonymous data is collected and shared for the purposes outlined above.

We will keep this information securely and destroy it after 12 months.

However, if you would prefer not to answer any of the questions we ask, please Select prefer not to say for that question on the Diversity monitoring form.

[Diversity monitoring form](#)

How to apply, the application process and guidance notes

Application Form

Please complete your application and return it by email (as a Word document if possible) to Jackieinsley@sn-ca.org.uk

CVs will not be accepted as a substitute for the application form.

If you are unable to make an electronic application, please contact [Jackie Insley](#)

Closing date: This post will close as soon as enough suitably qualified candidates have applied

Interview Date: To be confirmed

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 Sherwood & Newark does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

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.

Information, experience, knowledge, skills and abilities

This is a key section of the application process 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). 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 Central Nottinghamshire 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 Central Nottinghamshire – 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. We have an Ex-offenders policy that provides more details if required.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If a DBS check is required for a role this information can be found in the role profile.