



Adviser (Foodbank) Job pack

Thanks for your interest in working at Citizens Advice North Lincolnshire. 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 North Lincolnshire.

In this pack you'll find information about:

- Our values
- 3 things you should know about us
- The role profile and person specification
- Terms and conditions
- The recruitment process and how to apply

Want to chat about this role? If you want to chat about the role further, you can contact debra.taylor@citizensadvicenlincs.org.uk

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 us

1. We're local and we're national. We are part of the Citizens Advice network and offer direct support to people as one of the 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.

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.

Role profile

Working in partnership, Citizens Advice North Lincolnshire and Scunthorpe Foodbank are establishing a specialist advice service that aims to help visitors experiencing poverty and financial insecurity.

The service will provide advice for people to:

- Maximise household income through support to claim benefit entitlements and challenge decisions and prepare appeals
- Arrange affordable and sustainable debt management solutions
- Manage household budgets and make savings, e.g. through energy switching
- Find and enter employment to increase household income

The project aims to progress a 'more than food' approach at the food bank; in particular enabling people to address the fundamental cause of their problems and embed financially capable habits and behaviours to build resilience for the future.

Support will vary from one hour to upwards of six over multiple sessions and range from a quick interaction designed to empower visitors to take action themselves through to full advice and casework and/or specialist referral.

The Adviser will be a part of a small, but committed team with big ambitions that works cohesively and effectively together to get things done. All staff and volunteers are important and valued members of the team and, with the support of Citizens Advice North Lincolnshire and the Scunthorpe Foodbank the Adviser will be responsible for ensuring delivery of the project and funder targets are met in a pressurised environment.

Duties and responsibilities

Advice giving

- 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.

- Prepare and present cases to the appropriate statutory bodies, tribunals and courts as appropriate and negotiate with third parties as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard and 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

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.

Professional Development

- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training.

Administration

- Attend relevant internal and external meetings as agreed with 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 and funder requirements.

Other

- Complete required training to comply with quality assurance processes.
- Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

Person specification

1. Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
2. Proven understanding of equality and diversity and its application to the provision of advice.
3. Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
4. Knowledge of the issues involved in interviewing clients and able to demonstrate an understanding of social trends, poverty and financial insecurity and their implications for clients and the service.
5. Proven ability to support people to address the fundamental cause of their problems and to embed financially capable habits and behaviours to build financial resilience
6. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
7. Ability to understand statistics and check accuracy of calculations.
8. Have an ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
9. Proven ability of delivering funder targets in a pressurised environment
10. Proven ability to meet the organisations competence requirements for a generalist adviser

Terms and conditions

1. Proficient salary

£25,150 per annum pro-rata

2. Annual leave

Annual leave is 22 days from 1st January to 31st December, plus 8 bank holidays and 3 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service. This entitlement is pro-rata for part time employees.

3. Pension scheme

Citizens Advice North Lincolnshire provides an employer pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. Learning and development

Citizens Advice North Lincolnshire has a coordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice North Lincolnshire will be provided and you will be encouraged to take an active role.

5. Disclosure and Barring Service checks (DBS)

If appropriate this post will be subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

6. Equality and diversity

Citizens Advice North Lincolnshire recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice North Lincolnshire will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

7. Dignity at work

Citizens Advice North Lincolnshire is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

8. Probationary policy

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice North Lincolnshire's discretion, an extension of the probationary period by a further three months.

9. Political Impartiality

An important part of the principle of impartiality is that Citizens Advice North Lincolnshire staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

10. Location

The role will be home based initially due to COVID-19 but it is anticipated that in the future the role will be based at Scunthorpe Central with travel to Scunthorpe Foodbank distribution centres.

11. Flexibility

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

12. Hours of work

This role is offered at 22 hours per week.

The recruitment process and how to apply

You should submit:

1. A CV no longer than two pages
2. Covering letter **demonstrating how you meet each of the criteria set out in the person specification.**

Please return your application to admintasks@citizensadvicenlincs.org.uk #

Following receipt of your application, you will be required to complete a short written assessment via Google Forms. Please note you will need internet access to complete this.

Deadline for applications is **12 October 2020**

Interviews will be held on **21 October 2020**

If you have not heard from us by the interview date please assume you have been unsuccessful on this occasion.

Important information about the covering letter

The covering letter plays a key part in our recruitment and selection process. We use the information you provide about your skills and experience on your covering letter to decide whether or not to invite you for an interview. It is important that you give specific examples which demonstrate how you meet the points on the person specification.

No assumptions will be made about your abilities to meet the criteria in the person specification. 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. 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.

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

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 North Lincolnshire 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 North Lincolnshire – 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.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.