



Generalist Adviser – Trainee

Job pack

Thanks for your interest in working at Citizens Advice Torbay.

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 Torbay.

In this pack you'll find:

- Information about the organisation, team and role
- What we are looking for (person specification)
- Our aims, principles, values and behaviours
- Application guidance notes
- Application form
- Equal opportunities monitoring form
- 3 things to know about us
- What it's like to work at Citizens Advice Torbay
- Our approach to equality, diversity and inclusion

Want to chat about this role?

If you want to chat about the role further, you can contact Jackie Ekers by emailing jackie.ekers@torbaycitizensadvice.org.uk

To apply

Please complete the application form **in full**, and return to vicki.tate@torbaycitizensadvice.org.uk by 5pm on Friday 21st June 2024
Please note we do not accept CV's



The team

The role you're applying for is in the Core Advice Services team. We're currently a team of 8 paid staff and around 20 volunteers. This is made up of:

- Advice Service Team Manager
- Supervisors (x 5)
- Advisors (x 20)
- Administrator

The wider organisation includes around 14 paid staff and 30 volunteers (total in the organisation).



The role

The Core Advice Service Team provide advice face to face within our office, over our telephone advice line and via outreach work at locations across Torbay.

The role is primarily office-based work with some Outreach work completed at locations in the Torbay area. This is a hybrid working role.

It's a varied role - you will be advising clients in many different enquiry areas with a focus on benefits, budgeting, grants, and income maximisation but also covering debt, consumer, employment, family, housing, and immigration. You will deliver quality advice to clients either face to face or over the telephone. There is no average client contact - advice is tailored, and each client is treated equally.

It can sometimes be a challenging role, but you will be fully trained and supported, working as a part of an approachable and supportive team in a rewarding environment to provide the best possible service to people across Torbay.

The role is 37 hours a week on a fixed term basis for one year.

The start date for this role is 1st August 2024 (subject to any notice period) with interviews planned for the week commencing 8th July 2024. The employer for this post is Citizens Advice Torbay.

Training: Full training will be provided. Some of this will be delivered face to face and some will be online modules.



What we're looking for

You will thrive on working with a diverse range of people and be open-minded, approachable and non-judgmental. You will take an empathetic and compassionate approach to clients to find solutions to the problems they are facing. You will have good critical thinking skills, with the ability to identify and unpick issues.

Advisers need to be resilient and able to manage face-to-face appointments and phone conversations well, including where clients are upset or suicidal. Good communication skills, both written and verbal, are essential, as is the ability to effectively communicate with our clients with a non-judgmental approach.

You'll be able to write up case notes accurately and efficiently using a range of Office 365 programs, our Citizens Advice Casebook recording system and keep databases up to date accurately.

You will have good prioritisation and time management skills to be able to work efficiently as part of a team to reach as many clients as possible across multiple locations.

The ideal candidate will have some knowledge of the current benefits system, but this is not essential. Previous advice work is desirable, but not essential as full training will be provided.

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. We particularly welcome applications from candidates who are disabled, or people from Black, Asian and other racially minoritised backgrounds, as these people are currently underrepresented at Citizens Advice Torbay. We also actively welcome applications from LGBTQ+ candidates.



Role Profile

Job title	Trainee Generalist Adviser
Reporting to	Advice Services Manager
Responsible for	No line management responsibility
Starting salary	£26,121 per annum
Salary scale	£26,121 - £28,649 per annum
Hours	37 hours a week
Contract	Fixed term for one year
Work base	Hybrid with attendance at outreach locations in Torbay as required
Main responsibility	Details
Working with clients	<ul style="list-style-type: none">• Interview clients using sensitive listening and questioning skills to allow clients to explain their problem(s) and empower them to set their own priorities.• Use the Citizens Advice AdviserNet tool to find, interpret and communicate relevant information.• Use independent sources to research the best options for clients in terms of advice, signposting and referrals• Advise clients on a wide range of issues, including sustainable budgeting, income maximisation, money management, debt, benefits, employment, housing, consumer, family, immigration and health and community care both face to face and over the phone, in line with Financial Conduct Authority guidance.• Guide and empower clients by explaining options and implications to help the client to make an informed decision.• Assist the client to negotiate sustainable agreements with creditors.• Identify and safeguard vulnerable clients, following the correct safeguarding procedure.• Refer clients for additional help to other Citizens Advice services.

	<ul style="list-style-type: none"> • Provide all advice in line with Citizens Advice aims and principles and conforming to Citizens Advice Quality Standard and Advice Quality Standard Mark. • Maintain accurate case records for audit purposes, information retrieval, statistical monitoring, and report preparation. • Evaluate the effectiveness of the service through client feedback. • Ensure that all work conforms to Citizens Advice Torbay systems and procedures.
Administration	<ul style="list-style-type: none"> • Use and update client management systems accurately and on time. • Receive and record information appropriately and accurately in line with organisational working practices and policies. • Support the Training Officer with the administration of recruitment, initial training and ongoing training of volunteers. • Maintain a library of reference materials.
Outreach service	<ul style="list-style-type: none"> • Assist with the effective delivery of outreach services across multiple locations across Torbay. • Effectively manage time to attend outreach services across the week in a timely manner. • Work alongside the line manager to maintain relationships with relevant partners and stakeholders.
Social policy	<ul style="list-style-type: none"> • Write up case studies from clients to support our work on local and national campaigns for change. • Spot potential areas for campaigns and feed into the Research & Campaigns department. • Write up evidence forms to support our work on local and national campaigns for change.

- | | |
|--|---|
| | <ul style="list-style-type: none">• Talk to clients with appropriate cases about whether they are willing to speak to the media or complete surveys.• Explain our campaigning role to clients. |
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You are also expected to:

- Attend relevant internal and external meetings as agreed with your line manager
- Take personal responsibility for your own actions and for sorting out issues or problems that arise
- Review and make recommendations for improvements to the service
- Demonstrate commitment to the aims and policies of the Citizens Advice service
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Comply with all Citizens Advice information assurance guidelines
- Carry out any other tasks that may be within the scope of the role to ensure the effective delivery and development of the service

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.



Person specification

Essential criteria

Top 6 essential criteria to be assessed at application stage. The rest will be assessed during interviews and interview tasks.

1. Effective written and oral communication skills with particular emphasis on negotiating.
2. Ability to interview clients using sensitive listening and questioning skills to get to the root of the issues and empower clients, whilst maintaining structure and control of appointments.
3. Proven client-focused approach to supporting people from a wide variety of backgrounds, with challenging and emotional situations and always treating people with dignity and respect.
4. Excellent administration and IT skills and experience of commonly used packages including Microsoft 365: Word, Excel, Outlook, and Teams.
5. Ability to work effectively as a member of a team, including actively helping and supporting others to achieve team objectives.
6. Demonstrate a level of reliability and resilience in difficult situations, remaining calm and confident and responding logically and decisively.
7. Demonstrate a commitment to continuous professional development, including a willingness to develop knowledge and skills in advice topics.
8. Demonstrate a commitment to the Aims and Principles of the Citizens Advice service, including equality, diversity and inclusion.

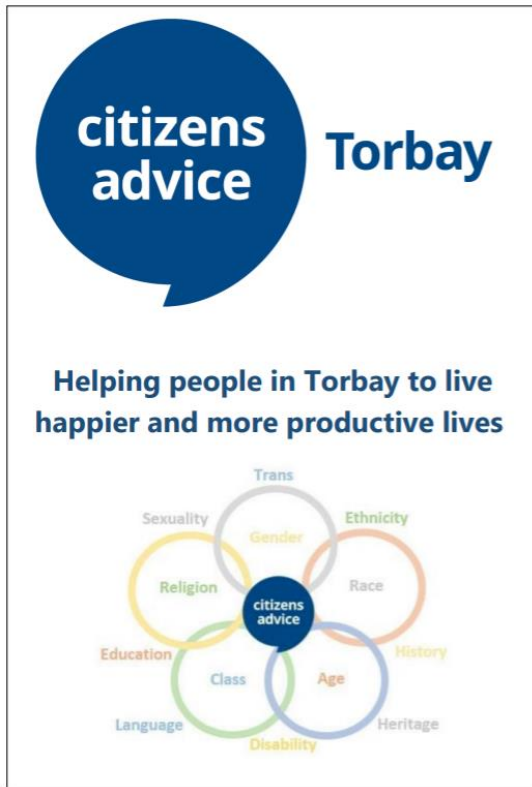
Desirable criteria

1. Previous experience of delivering advice in subject areas such as, debt, benefits, employment, housing, consumer, family, immigration, health & community care.



Our aims, principles, values & behaviours

Our aims



Vision Statement

☑ All members of the community can solve the problems they face and, as a result, live happier and more productive lives.

Mission Statement

☑ To provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities valuing diversity, promoting equality and challenging discrimination.

Strategic Outcomes

- A. Reduced social and financial deprivation
- B. Improved mental health and wellbeing for the community
- C. More equitable and cohesive society
- D. Stronger and more resilient communities

Strategic Aims

- A. Be accessible for anyone in the community regardless of any barrier
- B. Develop our knowledge and understanding of the complex needs of our clients
- C. Design our services so that they are more reflective of and relevant to the communities we serve
- D. Campaign for change at a local and national level



Guidance notes for applicants

The shortlisting for interview for this role will be made on the basis of the information that you have provided on your application form. The notes below are designed to help you make the best of your application and help us to process it efficiently. Please read them before completing your form.

1. The application form plays a key part in our recruitment and selection process and we use the information you provide about your skills and experience to assess your suitability for the role.
2. It is important that you complete the application form as fully and accurately as possible, please read the job description and person specification fully.
3. Read the advert, job description and person specification to help you think about the job and what skills, qualifications and experiences you have which will be relevant. Do not forget those you have gained outside of employment, e.g. social

and community activities or domestic responsibilities. Make sure that you draw our attention to them and show how they are relevant on the 'Information, Experience, Knowledge' section of the application form.

4. **Person specification - information, experience, knowledge, skills and abilities:-**

a) This is a key section of our 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.

b) Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification.

c) You should explain how your ability, skills and knowledge match those required in the first five points of the person specification.

d) 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.

e) In addition, please also provide a specific example for each point in the person specification. You should choose examples of experience that clearly demonstrate what we are looking for and be precise about what you did and how you did it, the outcome and the result of your actions.

- A useful guide for providing examples, may be the S.T.A.R, format.
 - **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.

5. Please complete your application and return it by e-mail (as a Word document) no later than the closing date/time referred to in the advert. If you return your application via e-mail, there is no requirement to send a hard copy.

6. We don't accept CVs instead of a completed application form unless specifically stated in the advert.

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.

Diversity Monitoring

Citizens Advice Torbay recognises the positive value of diversity, promotes equality and challenges discrimination. We welcome and encourage job applications from people of 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 Torbay. 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.



CONFIDENTIAL APPLICATION FORM

Section 1

Please return the completed form by the advertised deadline to:

Vicki.tate@torbaycitizensadvice.org.uk

Please refer to the **Guidance Notes for Applicants** before completing this application form.

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted.

Candidate ref. number (for office use only):			
Position applied for			
Job title		Job reference	
Location			

Personal information and address for correspondence	
First name(s)	
Last name	
Address	
Postcode	
Telephone home	
Telephone work	
May we contact you at work?	Yes / No
Mobile	
Email	
We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know here:	

Reasonable Adjustments
Please let us know if there are any reasonable adjustments that we can make to help you in your application or with our recruitment process:

Entitlement to work in the UK
To take up this post you must have the right to work in the UK.
Please note that Citizens Advice Torbay does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Criminal convictions

Having a criminal record will not necessarily bar you from working for Citizens Advice Torbay – much will depend on the type of job you have applied for and the background and circumstances of your offence.

For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack.

Please see Guidance Notes and Application Pack for further details.

Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?

Yes / No

If YES please provide details of the offence and the date of conviction.

References

Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references.

One of these **should** be your present or most recent employer, the other could 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 post applied for.

Referee 1

Name

Address

Telephone

Email

Occupation

Time known

May reference be taken up before interview?

Yes / No

Referee 2

Name

Address

Telephone	
Email	
Occupation	
Time known	
May reference be taken up before interview?	Yes / No

Section 2

Information, experience, knowledge, skills and abilities

IMPORTANT INFORMATION

It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.

- Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Pack)**.
- Please ensure that you address **all** the criteria on the person specification using the same order and numbers.

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Career history

Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.)

Employer's name and address and type of business.	State position held and outline briefly the nature of the work and your responsibilities.		
	Dates:	From	To
	Reasons for leaving:		
	Notice period (if applicable):		
	Dates:	From	To
	Reasons for leaving:		
	Notice period (if applicable):		
	Dates:	From	To

Reasons for leaving:		
Notice period (if applicable):		
Dates:	From	To
Reasons for leaving:		
Notice period (if applicable):		

Educational history		
Please give details of educational qualifications you have obtained from school, college, university etc.		
Subject	Level	Grade

Professional development
Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken.

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Declaration

<p>Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Torbay, and if appointed, for the purposes of employment at Citizens Advice Torbay.</p>

<p>I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed.</p>

<p>If you are sending your application form by email, please mark this box <input type="checkbox"/> (as a substitute for your signature) to confirm that you agree to the above declaration.</p>

Signed:	Dated:
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Please return this form to:

Vicki.tate@torbaycitizensadvice.org.uk

We value diversity, promote equality and challenge discrimination

**CONFIDENTIAL APPLICATION FORM
SECTION 3**

Diversity monitoring

Please note this section will not be seen by the recruitment panel when shortlisting.

Job title:	
Candidate ref. number (for office use only):	

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below

Data protection overview

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within Citizens Advice Torbay.

The information you give us will be kept securely, won't be shared outside the service and is confidential.

It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes.

If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.

Thank you for your co-operation.

The following information will not be seen by the recruitment panel and will not affect your application.

Age

Which age bracket do you fit into? Put a cross in the relevant box.

Under 25	
25 - 34	
35 - 44	
45 - 54	
55 - 64	
65 and over	
Prefer not to say	

Gender

What best describes your gender? Put a cross in the relevant box or write in a preferred term.

Female	
Male	
I prefer to use another term	
Please write in.....	
Prefer not to say	

Sexual orientation

What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

Heterosexual/Straight	
Gay Man	
Gay Woman/Lesbian	
Bisexual	
I prefer to use another term	
Please write in.....	

Prefer not to say	
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Ethnic origin

How would you describe yourself? Choose **one** section (A to E) and put a cross in the relevant box within it.

A. White	English/Welsh/Scottish/Northern Irish/British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background	
	Please write in.....	
B. Mixed/multiple ethnic groups	White & Black Caribbean	
	White & Black African	
	White & Asian	
	Any other Mixed/multiple ethnic background	
	Please write in.....	
C. Asian/Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian Background	
	Please write in.....	
D. Black/African/Caribbean/Black British	African	
	Caribbean	
	Other Black/African/Caribbean background	

	Please write in.....	
E. Other ethnic group	Arab	
	Any other ethnic group	
	Please write in.....	
Prefer not to say		

Disability

A disabled person is defined under the Equality Act 2010 as someone with a **'physical or mental impairment which has a substantial and long term adverse effect on that person's ability to carry out normal day-to-day activities.'**

Do you consider yourself to be disabled under the Equality Act 2010?

Yes	
No	
Prefer not to say	

Gender Identity

Do you identify as *Trans?

Yes	
No	
Prefer not to say	

***Trans is an umbrella term to describe people whose identity is not the same as the sex they were assigned at birth. People under the trans umbrella may describe themselves using one or more of a wide variety of terms – including transgender.**

Religion or belief

Which group below do you most identify with? Put a cross in the relevant box.

No religion	
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Christian (including all denominations)	
Buddhist	
Hindu	
Jewish	
Muslim	
Sikh	
Any other religion or belief	
Please write in.....	
Prefer not to say	

How did you hear about this opportunity?

Please include details below:

The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.



3 things to know about us

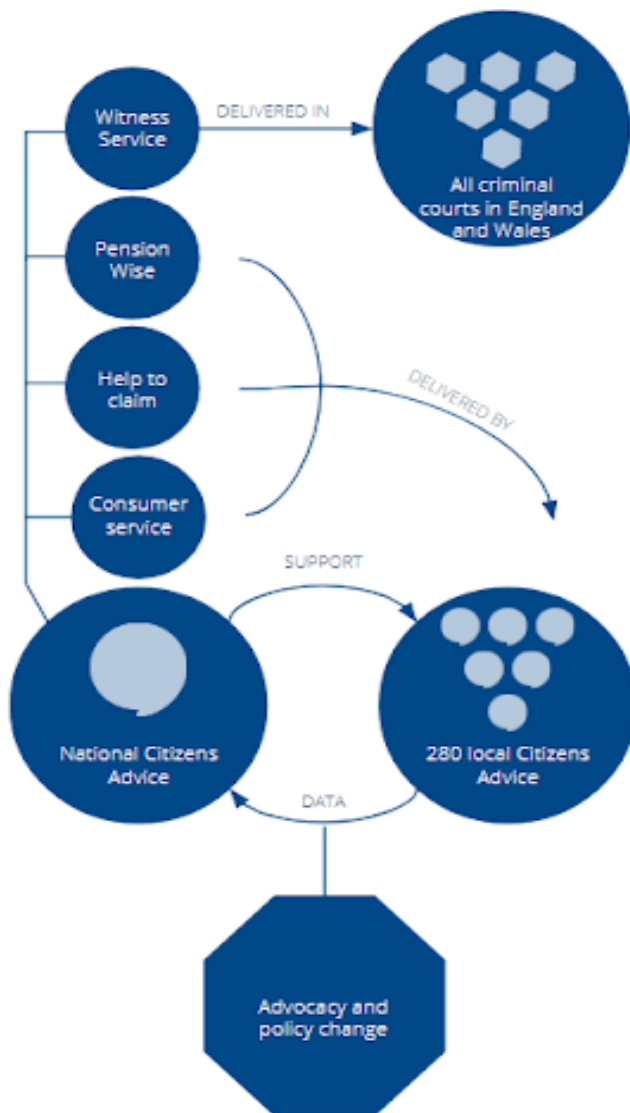
- 1. We're local and we're national.** The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members across England and Wales. Citizens Advice Torbay is part of the network of local Citizens Advice members and offer free, confidential advice to everyone who lives, works and studies in Torbay, as well as over the phone to clients across the country.

Citizens Advice Torbay has a partnership agreement with Citizens Advice Exeter, meaning that we share a Chief Executive Officer, an Assistant Chief Executive Officer and an Executive Administrative Assistant.

- 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 our organisation works



The Citizens Advice network delivers services from:

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

They do this with:

- 7,700 local staff
- Over 21,300 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.



Terms and conditions

1. Starting salary

As advertised. Appointment will usually be at the starting salary level. Moving up the salary scale is based on evidencing that you meet set competencies for the higher levels.

2. Annual leave

We offer above the statutory annual leave - 28 days paid annual leave for a full-time employee.

The basic leave entitlement will be increased by one extra day for each year of service over 2 years which has been completed by 1st January of any leave year, up to a maximum of 5 days.

Employees are entitled to 1.6 weeks' paid public holidays in each annual leave year. In the case of full-time employees working a five-day week, this equates to 8 days paid public holidays.

3. Pension Scheme

Citizens Advice Torbay provides a pension scheme with a 3% employer contribution. Further details of this scheme will be provided to the successful applicant on starting with us.

4. Sick pay entitlement

We offer enhanced sickness pay at the following rate:

For the first six months of employment:

- i. 4 weeks full pay, 4 weeks half pay
- ii. a further 20 weeks of SSP if payable or until employment is terminated whichever is sooner.

From six months to 5 years

- i. 3 weeks full, pay, 13 weeks half pay
- ii. a further 2 weeks of SSP if payable or until employment is terminated whichever is sooner.

Thereafter, an employee is permitted to receive:

- i. 26 weeks full pay, 26 weeks half pay

5. Learning and Development

Citizens Advice Torbay has a coordinated staff and volunteer training and development strategy, with a dedicated Learning and Development team and access to a range of online courses to develop your skills, both on the job and transferable. This will mean that training for your current job, and future career developments

relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

6. Salary Sacrifice Schemes

We also operate a Cycle to Work scheme which helps save you money on buying a bike and spread out the payments through your salary.

7. Disclosure and Barring Service Checks (DBS)

Some Citizens Advice Torbay positions may require the successful candidate to undergo a DBS check. DBS checks are only requested where proportionate and relevant to the post concerned. This will be made clear in the Role Profile.

8. Equality, diversity and inclusion

Citizens Advice Torbay 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.

Citizens Advice Torbay will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, trans status, 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.

9. Dignity at Work

Citizens Advice Torbay is committed to providing a culture in which all staff and volunteers 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 and volunteers are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff and volunteers 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.

10. Probationary Policy

All new starters will have a six month 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 Torbay's discretion in exceptional circumstances, an extension of the probationary period by a specified period of time. Internal staff must complete the probation period within their current role before applying for other roles within the organisation.

11. Political Impartiality

An important part of the principle of impartiality is that Citizens Advice 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 interview.

12. Location

As advertised. We have an office in Paignton town centre in Palace Avenue, which is easily accessible from Paignton railway station and bus stops. We do not have parking spaces for paid members of staff. You are expected to be able to attend the Torbay office at short notice when asked, but some of us have a hybrid working pattern, with a mix of home and office working. Some roles are required to be in the office for the full working week as they will be working face-to-face with clients – the advert will state this.

13. Employment status

As advertised

14. Hours of Work

We work 37 hours a week. We are open to discussions about flexible working, which may include part-time working, job shares, or different working hours. Staff may be able to agree a different working pattern with their manager.

15. 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 2006. 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 Torbay does not hold a sponsor license, and, therefore, cannot issue certificates of sponsorship under the points-based system.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave, death in service benefit and our workplace pension, working at Citizens Advice Torbay means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, enhanced contractual sick pay (after probation) and support for parents and carers.
- **A commitment our people.** We are committed to supporting mental health and wellbeing in the workplace. We have a trained Mental Health First Aider. We have daily whole-office briefings, regular workers' meetings, Christmas parties and away days.

Equity, Diversity and Inclusion

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us. We accept that equal treatment of people from discriminated against groups is insufficient to achieving equal opportunities and that positive action is also required. The service is therefore committed to positive action as a means of removing barriers to services and employment opportunities for those from discriminated against groups.

We encourage and welcome applications from suitably skilled candidates from all backgrounds and parts of our community. We particularly welcome applications from candidates who are disabled, or people from Black, Asian and minority ethnic backgrounds, as these people are currently underrepresented at Citizens Advice Torbay. We also actively welcome applications from LGBTQ+ candidates.

To help us achieve this, we aim to make our recruitment process as fair as it can be:

- **We judge the application, not the person.** Your application will be scored solely on your answers to the person specification section. This makes sure each person's response is judged on its merits and not on their background.
- **We're a Mindful Employer.** We're committed to better mental health at work. As part of this we're signed up to the Mindful Employer charter, meaning we agree to not make assumptions about a person with a mental health condition and their ability to work and ensure we are fair in the recruitment of new staff in accordance with the Equality Act 2010
- **We will meet any reasonable adjustment requests.** Please let us know if you need us to adapt our application process so there are no barriers for you to apply.

Ex-offender policy

Citizens Advice Torbay is committed to the promotion and delivery of equal opportunities to clients and to volunteers and paid staff. We welcome applications from any part of our community, including from people with criminal records.

Having a criminal record will not necessarily bar you from working for Citizens Advice Torbay – 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.

Anyone who applies to work or volunteer within Citizens Advice Torbay will be asked to disclose details of unspent convictions during the recruitment process. This information will not be shared with the interview panel and will only be discussed in more detail if you are the successful candidate. Candidates must not withhold information about unspent convictions and failure to reveal information that is directly relevant to the position could lead to a withdrawal of an offer of employment or volunteering opportunity.

We undertake not to discriminate unfairly against volunteers or paid staff who voluntarily reveal that they have a criminal conviction. Equally, we will not discriminate

unfairly against volunteers or paid staff where a DBS check reveals a criminal conviction or other information about offences. We will ensure that an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.