



## **Social Welfare Law Adviser (Welfare Benefits)** **[Trainee Considered]**

### **Job Pack**

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

In this pack you'll find:

- Our values
- 3 things you should know about us
- How the Citizens Advice network works
- Information about the organisation, team and the role
- The role profile and person specification
- The benefits of working for the organisation
- Our approach to equality and diversity.

As a member of the Citizens Advice service, Citizens Advice Bury & Bolton (CABB) provides free, confidential, independent and impartial advice and information to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

We are committed to putting equality and equity at the heart of everything that we do, with the overarching aim of being the go-to charity for anyone in our borough in need of help, to find a way forward. This means we look at improving access, treating people with empathy and promoting an inclusive working environment for all of our colleagues.

## 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

### We're local

We have offices in Bury and Bolton, and deliver outreach sessions for clients across Bury, Bolton and other areas of Greater Manchester. Last year, we supported 18,000 clients with 47,000 issues, including Welfare Benefits, Money Advice, Housing and Immigration.

## 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.

## 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 the Citizens Advice network works

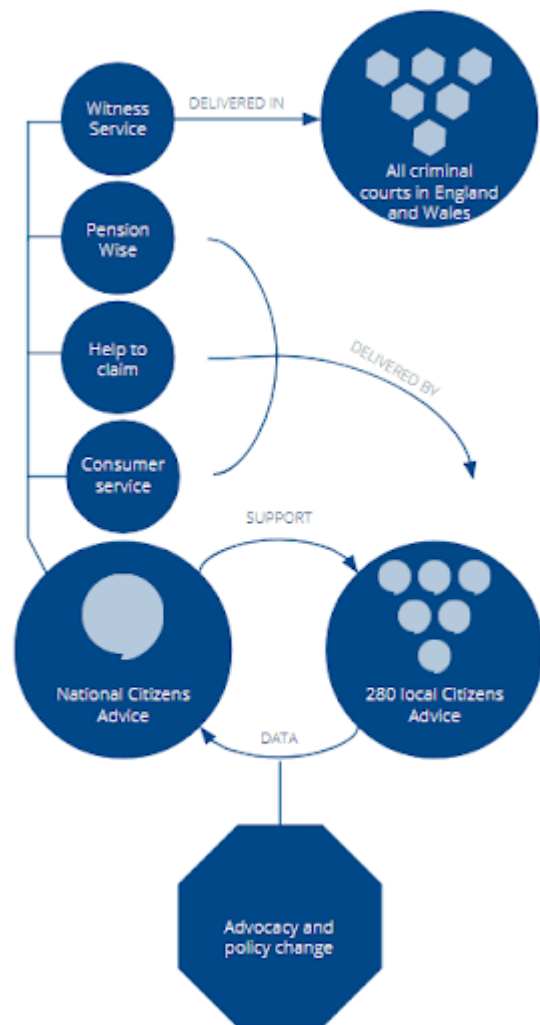
Citizens Advice Bury & Bolton is a member of the Citizens Advice service nationally with circa 265 local Citizens Advice members.

Citizens Advice nationally is a charity which includes 1000 national staff working in one of 4 offices, as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 2500 Witness Service volunteers.

Local Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs' surgeries and prisons.

The network does this with 7,700 local staff and 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.



## Citizens Advice Bury & Bolton and our team

The role you're applying for is: **Social Welfare Law Adviser (Welfare Benefits)**  
**[Trainee considered]**

The role will report to our Welfare Benefits Services Manager.

You can find out more about us via:

- Take a look at the [Citizens Advice Bury & Bolton](#) website
- Take a look at the [national Citizens Advice](#) website and the Citizens Advice [Campaigning site](#).

## The application process

### Stage 1

You are required to submit your CV **and** a cover letter; this will be screened against the role description and person specification.

Your CV & covering letter should be sent to [jobs@cabb.org.uk](mailto:jobs@cabb.org.uk).

Please ensure your CV includes the following information:

- Your contact details (address, telephone number and email address)
- Information about your education history
- Information about your career history
- Details of any professional qualifications including memberships

Please ensure your covering letter includes the following information:

- Your suitability for the role against the person specification outlined below. This is a key part of the 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.
- At least one example of your previous experience (paid work or volunteering) for each person specification.

**Should this information not be included, your application for the role will not be taken forward.**

## Stage 2

Following review of your CV and covering letter to shortlist, we may invite you to complete a short 30-45 minute test. This is a knowledge-based test – an opportunity to demonstrate your technical knowledge and its application to given scenarios.

## Stage 3

Pending meeting the required standard in responses at stage 2, you will be invited to a face-to-face panel interview (your invite will state if this is in-person or held via zoom).

Attendance/ engagement in all stages listed above is required to be appropriately assessed if an employment offer is to be made.

<b>Closing date</b>	18 <sup>th</sup> December 2023 – 9:00am
<b>Interview date</b>	20 <sup>th</sup> December 2023 & 3 <sup>rd</sup> January 2023

We wish you every success in your application.

Thank you for taking the time to consider joining us.

## The Role

<b>Role</b>	Social Welfare Law Adviser (Welfare Benefits) (Trainee considered)
<b>Salary</b>	Experienced: £23,023 - £26,975 Trainee: £19,891 - £22,129
<b>Hours</b>	Full-time (35 hours per week however, 24 hours considered)
<b>Location</b>	This is initially an in-office role, but following successful progression, will become a hybrid role working between home/ office and presence at outreaches across Bury/ Bolton
<b>Reporting to</b>	Welfare Benefits Supervisor/ Welfare Benefits Services Manager

Citizens Advice Bury & Bolton (CABB) is a leading provider of legal advice and information, supporting thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice. Our services are delivered between 8am – 6pm. Postholders will be expected to actively contribute to service delivery rotas between these times.

Our Welfare Benefits team provide a professional welfare benefits advice service, which enables clients to understand their entitlement to welfare benefits, eligibility criteria and provide assistance with applications.

The post holder will work as part of a well-established team, providing a reliable and effective welfare benefits advice service, across all advice channels and access points, utilised by Citizens Advice Bury & Bolton.

As a Welfare Benefits Adviser/ Trainee, you will have/ develop a detailed understanding of the welfare benefits system. Working as part of our welfare benefits team, you will provide client support over the phone, via webchat, email and face to face.

To be successful in this role you will be able to work with a high level of accuracy and attention to detail, exhibit excellent listening and questioning skills and to present and conduct yourself in a professional and courteous manner with all clients seeking support.

You will liaise with contacts within the DWP to find resolutions for escalated issues and you will understand the importance of security and data protection to ensure all data is protected in line with GDPR legislation. You will have a good standard of numeracy to perform benefit check calculations to aid the advice process and be proficient in the use of computer packages with a working knowledge of Microsoft Office. You will have an open and friendly demeanour and be able to work as part of a diverse team.

*At CABB, we value diversity, promote equality and challenge discrimination. We encourage and welcome applications from people of all backgrounds. We particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from racially minoritised communities.*



## Role Profile

Key accountabilities	Key elements & tasks
Supporting Clients	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
	Offer comprehensive benefits checks, exploring the range of available state entitlements
	Identification of emergency advice issues, and advice on how to move forward with those issues
	Identification and assessment of eligibility for grants and other one-off support, signposting/ referring as appropriate
	Determination of whether a food bank referral is required
	Research and explore options and implications so that clients can make informed decisions
	Act for the client where necessary using appropriate communication skills and channels
	Ensure that all work meets quality standards and the requirements of the funder
	Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation
	Support our research and campaigns work through various channels including case studies, data collection and client consent
Working as part of a team	Take part in peer-to-peer file reviews and quality of advice assessments
	Be an active member of the wider team, acting and supporting colleagues in a collaborative way

	Support and actively contribute to service delivery rotas
	Promote best practice across the team
Performance, Personal Management and Administration	Take ownership for monitoring own workload e.g. proactively reviewing when new cases are taken on, progress on current cases, outcome of completed cases and quality control, with minimal supervision
	Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; targets and outcomes; and reporting progress
	Undertake file reviews and quality of advice assessments, in line with organisation/ contractual requirements and expectations as required (adviser level only)
	Comply with operational management systems of supervision, objectives, appraisal and induction
	Comply with data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes and client information
Service Development	To assist with the development of the service locally, regionally and nationally, publicising work as and when necessary
	Work with colleagues to maintain a positive working and learning environment, in which equality and diversity are well managed, dignity at work is upheld and volunteers achieve their full potential
	Carry out other tasks within the scope of the post to ensure the effective delivery and development of the role
Training	To ensure through reading, training and consultancy, that your own level of knowledge around money

	<p>advice law is up-to-date and that this is disseminated as appropriate</p> <p>To identify your own training needs in conjunction with the designated lead/ supervisor and be prepared to undertake appropriate training in line with your training and progression plan</p> <p>Deliver training (internally and/ or externally), either through formal training sessions, or 'on the job' coaching to colleagues (adviser level only).</p>
Other duties and responsibilities	Liaise, as appropriate, with relevant outside agencies (voluntary and statutory), other Local Citizens Advice offices and other stakeholders
	Be an active member of the wider team, acting and support colleagues in a collaborative way
	To present a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of Citizens Advice
	To comply with all published organisational policies and procedures
	Work flexibly to undertake such other reasonable duties and responsibilities
<p>Please note that this 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.</p> <p>The Citizens Advice Service is a fast-moving organisation and therefore an employee's duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post.</p>	

# Person Specification

(all criteria are essential unless otherwise indicated)

<b>Experience</b> (through paid or voluntary work)
Experience of delivering welfare benefit advice in a social welfare context (desirable)
Experience of working within an advice and information organisation within the third/ charity sector (desirable)
Experience of engaging with clients across a range of channels, including webchat and telephone – sensitive and empower clients
Experience of flexible working, according to business need, while balancing multiple priorities and managing a high workload
Experience of flexible working according to business demand
Experience of communicating effectively, both orally and in writing, with a wide range of people
Experience of accurately drafting letters, reports and complex applications and presenting work in a clear layout (desirable)
<b>Knowledge and Understanding</b>
Demonstrable understanding and awareness of the relationship between welfare benefits and other areas of Social Welfare Law (desirable)
Demonstrable understanding of Universal Credit
Literate and numerate to the level required by the tasks
A thorough understanding of professional boundaries and the issues surrounding confidentiality, data protection and information assurance
<b>Qualifications and Training</b>
A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas
<b>Skills and Abilities</b>
Ability to interpret regulations and explain them to clients and colleagues and to produce clear advice and empowerment
Ability to work on own initiative, proactively manage a varied workload, ensuring deadlines are met
Ability to contribute as a member of the team but also work on own initiative and without close supervision

Effective written and verbal communication skills, including the ability to deal appropriately with a range of people via face-to-face, telephone and digital communication methods
The ability and willingness to liaise with outside agencies, and build effective working relationships with local and regional partners
Excellent verbal, written & numerical skills
Willingness and ability to commit to a rota within the required service delivery hours
<b>Additional Factors</b>
Ability and willingness to work as part of a team and a commitment to collective team responsibility
Understanding of, and commitment to, the aims and principles of the Citizens Service in which equality and diversity is embedded throughout
Proven ability to use cloud based systems and IT packages, including, word processing, spreadsheets and email (maintain one or more electronic diary/diaries), and the ability to use or learn to use other packages as necessary
Commitment to continual professional development, including a willingness to develop knowledge and skills in advice topics
Awareness that Citizens Advice clients are at the heart of everything we do

## 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 and our workplace pension, working at Citizens Advice means getting access to many benefits.

- [Citizens Advice Bury & Bolton employee benefits package](#)

## Equality and diversity at Citizens Advice

We are 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.

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

be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

**We judge the application, not the person.** The selection panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strategy](#) to find out more.

## Additional information

Please see the [CABB website](#) for information on the following:

- Disability
- Entitlement to work in the UK
- Diversity monitoring
- GDPR: How we will use your information
- References
- Criminal Convictions/DBS

We wish you every success in your application and thank you for taking the time to consider joining us.