

**Social Welfare Law Adviser (Energy)**

**[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.

# **Citizens Advice Bury & Bolton (CABB) – About Us**

We are a dedicated local charity committed to offering free, impartial, and confidential advice, information, and support to individuals across Bury & Bolton (with some out of area services). 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 across Bury & Bolton 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.

As an individual charity, the Board of Trustees have overall responsibility for the strategic direction and oversight of CABB, delegating day to day management and delivery to the CEO and wider Executive Team, consisting of:

* Chief Executive Officer
* Director of Advice & Operations
* Director of Finance

Whether individuals are facing a single issue or a complex set of problems we provide personalised one-to-one advice. During 2023, we assisted 17,000 individuals with over 55,600 unique issues and helped clients gain over £14m.

**We do more than fix immediate problems, our advice makes a significant difference to the people we help:**

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# 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. During 2023, we assisted 17,000 individuals with over 55,600 unique issues, including welfare benefits, money and energy advice, housing, immigration and community care. and helped clients gain over £14m.

## **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.

You can find out more about us via:

* The [Citizens Advice Bury & Bolton](https://www.cabb.org.uk/) website.
* The [national Citizens Advice](http://www.citizensadvice.org.uk) website and the Citizens Advice [Campaigning site](https://wearecitizensadvice.org.uk/).

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# The Vacancy

Thank you for your interest in our **Social Welfare Law Adviser/ Trainee (Energy)** vacancy.

## 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****.**

Unfortunately, we are unable to provide feedback on applications which are unsuccessful at stage 1.

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 (where a test is required as part of the assessment process), you will be invited to a face-to-face panel interview (your invite will state if this is in-person or held via zoom).

Our application/ screening processes are outlined above. We also require a completed application form to be held on file – we will request this from the successful applicant when we make a formal employment offer.

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| **Closing date** | 20th May, 10am |
| **Interview date** | 31st May 2024 |

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| **Want to chat about the role?**  If you want to have a chat about the role further, you can contact us via jobs@cabb.org.uk. A member of the recruitment team will arrange a suitable time. |

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

# **The Role**

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| **Role** | Social Welfare Law Advisor (Energy) [Trainee considered] |
| **Salary** | Experienced £23,023 - £26,975 (pro-rata where required)  Trainee: £21,900 - £22,129 (pro-rata where required)  Full time is based on 35 hours per week |
| **Hours** | Part time (21-24 hours per week) |
| **Location** | 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. |
| **Reporting to** | Money Advice & Energy Services Manager |

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| 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.  The post holder will work as part of a well-established team, providing reliable and effective advice services, across all advice channels and access points, utilised by Citizens Advice Bury & Bolton.  Key elements:   * Deliver free face-to-face quality assured advice for those vulnerable to fuel poverty across Bury and Bolton to support them towards being able to keep warm and healthier homes. * Promote greater awareness and access to advice and other services pursuant to helping people with fuel insecurity.   The postholder will target cohorts to afford their energy bills, and reduce fuel poverty, creating a positive impact on their health and wellbeing.  By:   * Providing advice and assistance on maximising incomes * Improving the energy efficiency of homes * Improving health and well-being of people living with fuel vulnerability * Developing people with Energy advice skills * Learn from people with lived experience in the delivery of this and future projects.   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 local partners and stakeholders across Bury & Bolton, including internal colleagues within CABB. You will have a robust understanding of 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**

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| **Key accountabilities** | **Key elements & tasks** |
| Supporting Clients | Interview & support 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 |
| Identification of emergency advice issues, and advice on how to move forward with those issues |
| Deliver energy related information and advice to clients across a range of channels as required to meet project objectives, utilising in-person and digital technologies |
| Where appropriate refer clients into internal specialist CABB services for clients with advice needs and/or refer to external services where appropriate |
| Identification and assessment of eligibility for grants and other one-off support, signposting/ referring as appropriate |
| Ensure income is maximised within that household and a welfare benefits check is carried out where appropriate |
| Assess the impact of energy efficiency advice and financial capability interventions in improving the client’s financial resilience |
| 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 and overall project expectations |
| 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 | Work collaboratively demonstrating teamwork with CABB colleagues, project partners and external stakeholders |
|  | Promote best practice across the team |
| Performance, Personal Management  and Administration | Take ownership for monitoring all elements of own workload e.g. proactive management of referrals, 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 quality of advice assessments, in line with organisation/ contractual requirements and expectations as required |
| To 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 advice law is up-to-date and that this is disseminated as appropriate |
| 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 |
| Be willing to work towards/ continue to meet an NEA qualification in Energy Advice |
| 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 |
| 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.  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. | |

## **Person Specification**

(all criteria are essential unless otherwise indicated)

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| **Experience** (through paid or voluntary work) |
| Experience of delivering welfare benefits and / or energy advice in a social welfare context |
| 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 sensitively 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) |
| **Knowledge and Understanding** |
| Demonstrable understanding and awareness of the relationship between energy advice and other areas of Social Welfare Law |
| Demonstrable understanding of the emphasis on quality of advice and related advice checks |
| 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 |
| **Qualifications and Training** |
| A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas |
| Hold the Level 3 Award in Energy Awareness, or demonstrate a willingness to complete this upon appointment |
| **Skills and Abilities** |
| 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 |
| **Additional Factors** |
| 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](https://www.cabb.org.uk/work-with-us/)

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# 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 Strateg](https://www.citizensadvice.org.uk/Global/CitizensAdvice/Equalities/CAB337_Equality_strategy_text_FINAL.pdf)y to find out more.

# Additional information

Please see the [CABB website](https://www.cabb.org.uk/recruitment-policy/) 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