

**Social Welfare Law Adviser (Money Advice) [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 (Money Advice)** vacancy.

This role will report to our Money Advice and Energy Services Manager.

## The Application Process

### Stage 1

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

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 clearly outlines how and why you think you meet the person specification detailed below. Please give clear examples (from paid work or volunteering) to reinforce your statements.

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.

**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 (Money Advice) [Trainee considered] |
| **Location** | This is an in-office based role working across Bury & Bolton, with some outreach delivery.  After initial training, 25% home working option, dependent on business need. |
| **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** | 26-28 hours per week (Part time over a minimum of 3 days) |
| **Reporting to** | Money Advice and Energy Services Manager/ Money Advice Supervisor |

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| Citizens Advice Bury & Bolton (CABB) is a leading provider of legal advice and information, supporting tens of thousands of clients every year. We are a busy, client focused and dynamic service with a track record of delivering high quality advice.  If you are looking for a new challenge, and the opportunity to obtain a professional qualification – this could be the perfect opportunity for you to support our local communities.  For trainees, you will receive plenty of support to develop and flourish. Our experienced advisors, supervisors and manager will help you reach advisor level.  Our communities are facing unprecedented challenges with rising costs. The cost of living crisis is directly impacting on individuals and families; many of whom are making tough choices whether to eat or heat.  The post holder will work as part of a well-established team, providing a reliable and effective money advice service, across all advice channels and access points, utilised by Citizens Advice Bury & Bolton.  Our Money Advice team provide support and empower clients to manage their finances, maximise income and assess their best strategies and options to address their debt issues long term.  The postholder will have:   * Excellent interpersonal skills to engage with a range of clients, and internal and external stakeholders of various levels. * Excellent organisational skills with the ability to adapt, prioritise deadlines and competing tasks in a fast-paced environment.   *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** |
| Money Advice and Research & Campaigns Work | Assess and effectively diagnose a clients’ money advice and debt needs, ensure advice delivered is appropriate and within agreed deadlines |
| With support, deliver one-off specialist money advice or casework across all activity centres, where funding and priorities allow |
| Advise clients and assist where necessary on calculating, drafting or writing letters, negotiating with creditors, third parties and/or exercising formal appeal rights, as appropriate |
| Research and explore options and implications so that the client can make informed decisions |
| Maintain clear case records for the purpose of continuity of casework, information retrieval, and statistical monitoring and report preparation |
| Regularly review cases, ensuring all key dates/ deadlines are met |
| Monitor advice enquiries, contributing to research and campaign projects locally, and across the Citizens Advice network |
| Performance, Personal Management  and Administration | Ability to work independently, while asking questions to assist your learning and development |
| 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 |
| Be responsible for performance management at an individual level through: self-management; delivery of goals and tasks set; targets and outcomes; and reporting progress |
| To comply with operational management systems of supervision, objectives, appraisal and induction; including engagement with constructive engagement/ feedback |
| To 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 supervisor and be prepared to undertake appropriate training in line with your training and progression plan |
| 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 money advice in a social welfare context (desirable) |
| Experience of working within an advice and information organisation within the third/ charity sector (desirable) |
| Experience of Financial Capability work debt intervention, or demonstrable willingness to develop this area (desirable) |
| Experience of flexible working, according to business need, while balancing multiple priorities and managing a high workload |
| **Knowledge and Understanding** |
| Demonstrable understanding and awareness of the relationship between money advice / debt and other areas of Social Welfare Law (desirable) |
| A thorough understanding of professional boundaries and the issues surrounding confidentiality and data protection |
| **Qualifications and Training** |
| A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas |
| Keenness to work towards reaching advisor level and obtain the Certificate in Money Advice Practice (CertMAP) (desirable) |
| **Skills and Abilities** |
| Ability to interpret regulations and explain them to clients and colleagues and to produce clear advice and empowerment |
| Excellent verbal, written & numerical skills |
| Ability to work under pressure and prioritise workload to meet deadlines |
| 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 |
| **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