Recruitment Pack

Community Engagement Officer
Project Fairpay

July 2020
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Application Process

The closing date for completed applications is midday, Monday 10th August 2020.

Interviews will take place week commencing 17th August and will take place remotely via Google Meet.

It is not mandatory to complete the equalities and diversity monitoring form. This information is requested for monitoring purposes only in line with Citizens Advice LeicesterShire's commitment to equality and diversity.

Please email your completed application to:
recruitment@citizensadviceleicestershire.org

Unfortunately we are unable to accept paper copies of application forms at the moment.

Please submit your application before the specified closing date and time.
About Citizens Advice

Aims and Principles of the Citizens Advice Service

The service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

About Citizens Advice LeicesterShire

Citizens Advice LeicesterShire (CitAL) is a registered charity providing advice services in Leicestershire and Leicester City. We have been operating in our current form for eight years following a merger of several local Citizens Advice between 2010 - 12.

In 2019/2020 we handled almost 70,000 enquiries on a wide range of subjects including debt, housing and homelessness, family problems and employment issues. Debt and welfare benefits accounted for the majority of all enquiries.

Our service makes a real contribution to the most deprived individuals and communities and we make a real difference to people’s lives.

We support local economies by maximising people's incomes: we increase the circulation of money in the local area by helping people claim the benefits they are entitled to.

CitAL works in partnership with local service providers in the voluntary and statutory sectors and provides outreach advice services within the community - targeting our service towards people most likely to be socially excluded.

The organisation has a Trustee Board who are responsible for setting the strategy and budget for the organisation. Day to day responsibility for the running of the organisation is with the Chief Executive together with a management team.

This is a challenging and exciting new opportunity to join a successful forward thinking local Charity and to be part of a professional team of both staff and volunteers.

Citizens Advice LeicesterShire (CitAL) has been part of ongoing discussions around employment, welfare and safeguarding issues in Leicester's Garment Industry -
recently brought into the spotlight by the difficulties in enforcement of Covid-19 social distancing rules.

CitAL recognises the significant difficulties in communicating with the workers in Leicester’s garment industry. Obstacles to communication and the provision of effective support include:

- Language and culture
- Fear of reprisals from both employers and Government agencies
- Time to build relationships
- Having to deal with multiple agencies
- Rumours and misinformation.

The barriers above have contributed to there being little concrete data concerning the localised workforces - primarily, but not exclusively operational in North Evington - to influence policy change and employment law enforcement.

CitAL needs to find a Community Engagement Officer to run a project in Leicester City with the dual aims of supporting individual garment industry workers to access the information and training they need to achieve the pay and employment conditions they are entitled to; and gathering data and evidence to support the work of Citizens Advice and partners, including Leicester City Council's Textile Compliance Task Force, the Ethical Trading Initiative, Hope for Justice, Slave Free Alliance etc., to influence policy and legal change within the garment industry as a whole.
Community Engagement Officer

Job Description

Salary: £24,313
Hours: 37 hours per week
Location: Leicester
Contract: fixed term for 6 months, with possibility of extension depending on funding
Line Manager: Leicester Service Manager

Purpose of role:

To engage with employers and workers that have been identified as being at risk of workplace malpractice.

Building and maintaining positive working relationships with the local community and employers.

Inspiring and empowering individuals to take opportunities to improve their employability in the UK.

Raise awareness of employee rights and entitlements and to encourage engagement with existing advice and support provision.

Work with 'hard to reach' communities to overcome barriers which have prevented them from accessing services in the past.

Gather data and insight to inform policy and law around garment manufacture and retail.

Sharing appropriate data with other stakeholder agencies and partners.
Main duties and responsibilities

Key Performance Indicators

- Producing and distributing leaflets and articles in appropriate translations.
- Personal engagement with garment factory employers and employees, including obtaining invitations for site visits, door-knocking and other face-to-face interactions.
- Directing groups and individuals to employment, housing and welfare advice in appropriate languages
- Identifying weaknesses or lack of advice/support provision and putting together proposals for solutions
- Promote the learning of the English language, digital technology and other work skills to empower individuals. Onward referral and signposting to local service provision.
- Engage with local faith centres, community groups and schools to promote rights and encourage individuals and companies to access services available. Where appropriate take details for onward referrals or signposting.
- Collate and maintain accurate and timely records on work undertaken.
- Ensure work undertaken is in compliance with contract requirements
- Work closely with the City Council’s Textile Compliance Task Force and act as a hub for other agencies working in this area - Ethical Trading Initiative, Hope for Justice, Slave Free Alliance, ACAS etc.
- Achieve set monthly targets for ESOL and digital technology training referrals and registrations.
- Formal reporting of data as required to line manager and other stakeholders.

Research and Campaigning

- Contribute to both local and national campaigns where appropriate
- Raise with clients (after consultation with line manager) the possibility of their involvement in campaigns and awareness-raising activity.

Professional Development

- Keep up to date with advice changes, policies and procedures relating to Employment rights and entitlements and undertake appropriate training.
- Attend relevant internal and external meetings as agreed with your Line Manager.
- Prepare for and attend supervision and appraisal meetings.
Training

● Attend internal and external training as may be necessary to carry out your duties

Other duties and responsibilities

● Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies.
● Keep up to date with policies and procedures relevant to the organisation and undertake appropriate training.
● Ensure IT information assurance training is completed as required (currently annually).
● Abide by Health and Safety guidelines and share responsibility for your own safety and that of colleagues.
● Be able to accommodate reasonable changes in working hours in order to meet the needs of the business. This role may involve early morning/evening/weekend work to suit the needs of the clients.
● Any other duties as required to ensure the effective provision of the service.
### Person Specification

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<tr>
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<th>Essential</th>
<th>Desirable</th>
<th>Measured by</th>
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<tbody>
<tr>
<td>1.</td>
<td>A commitment to the aims and principles of Citizens Advice LeicesterShire.</td>
<td>✓</td>
<td>A/I/P</td>
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<tr>
<td>2.</td>
<td>Excellent oral and written communication skills including public speaking</td>
<td>✓</td>
<td>A/I/P</td>
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<tr>
<td>3.</td>
<td>Fluent in English, and at least one South Asian language (see 14)</td>
<td>✓</td>
<td>A/I</td>
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<tr>
<td>4.</td>
<td>Being open and approachable</td>
<td>✓</td>
<td>A/I/P/R</td>
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<tr>
<td>5.</td>
<td>Respect for views, values and cultures that are different to your own</td>
<td>✓</td>
<td>A/I/P</td>
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<tr>
<td>6.</td>
<td>A good understanding of why confidentiality is important</td>
<td>✓</td>
<td>A/I/P</td>
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<tr>
<td>7.</td>
<td>A good understanding of safeguarding and Policies/procedures</td>
<td>✓</td>
<td>A/I/P</td>
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<td>8.</td>
<td>Competence in using IT including Microsoft packages and GSuite</td>
<td>✓</td>
<td>A/I</td>
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<td>9.</td>
<td>An understanding of employment rights</td>
<td>✓</td>
<td>A/I/P</td>
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<tr>
<td>10.</td>
<td>Ability to work independently and work effectively under pressure to meet deadlines</td>
<td>✓</td>
<td>A/I/P/R</td>
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<td><strong>Ability to recognise the limits and boundaries of the role</strong></td>
<td>✓</td>
<td>A/I/P</td>
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<td><strong>Experience of collating data and preparing reports</strong></td>
<td>✓</td>
<td>A/I/P</td>
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<td></td>
<td><strong>Ability to work unsociable hours where required in community/employment settings</strong></td>
<td>✓</td>
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<td></td>
<td><strong>Fluent in Urdu and Gujarati</strong></td>
<td>✓</td>
<td>A/I</td>
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<td><strong>Experience of working with and alongside stakeholder organisations</strong></td>
<td>✓</td>
<td>A/I</td>
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<td></td>
<td><strong>A positive attitude to self-development and assessment</strong></td>
<td>✓</td>
<td>A/I/P</td>
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<td><strong>Experience of working alongside volunteers</strong></td>
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<td>A/I</td>
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<td><strong>Knowledge of the background and history of manufacturing in Leicester</strong></td>
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<td>A/I</td>
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<td><strong>Educated to degree level or with equivalent experience</strong></td>
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Measured by: A = Application Form, I = Interview, R = References, P = Probationary period
Application Form Guidance Notes

Please complete your application in full and return it by email to recruitment@citizensadviceleicestershire.org.uk (preferably as a Word document, or otherwise as a PDF) no later than the closing date referred to in the advert.

**CVs will not be accepted as a substitute for the application form.**

The application form plays a key part in our recruitment and selection process. We use the information you provide about your skills, experience, career and education history to decide whether or not to invite you for an interview. It is important that you complete the application form as fully and accurately as possible, ensuring that you give specific examples which demonstrate how you meet the essential and desirable criteria for the role for which you are applying.

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

### Diversity Monitoring

Citizens Advice LeicesterShire values diversity and promotes equality. We encourage and welcome applications from suitably skilled candidates from 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 LeicesterShire. 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.

**Information, experience, knowledge, skills and abilities**

This is a key section of the 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. Selection is based on an assessment of the evidence you provide against the requirements of the role as set out in the person specification.

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.

Please provide one example for each requirement. 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. Please try to limit your response to each point to a maximum of 200 words.

A useful guide might be STAR:

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.
Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test or assessment centre). If this is the case, further details will be provided if you are shortlisted.

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 LeicesterShire 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 LeicesterShire – 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.

Criminal Records Bureau Disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a CRB Disclosure, this will be noted in the application pack.