



LeicesterShire

Recruitment Pack

Administrator (Coalville office)

July 2021

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Application Process

The closing date for completed applications is **Wednesday 11th August 2021**. Interviews will be held 29th and 30th August.

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

Please use this email if you have any difficulties completing this application and require any further assistance.

Remember that you can draw on all forms of experience when filling in your application form, including volunteering, social and family.

Please submit your application before the 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 is a registered charity providing advice services in Leicestershire and Leicester City. We have been operating in our current form for seven years following a merger of several local Citizens Advice between 2010 - 12.

In 2019/20 we handled 63,779 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 and increase the circulation of money in the local area by helping people claim benefits they are entitled to.

Citizens Advice LeicesterShire 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.

We employ specialists in the fields of money advice, & welfare benefits and are establishing a research and campaigns team who will work in the local branches.

Currently we have 60 paid staff and 140 volunteers across seven main branches as well as outreach locations.

We need to diversify our funding streams and seek out new opportunities to help the service develop and meet the needs of our clients.

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.

Administrator

Job Description & Person Specification

Grade/Salary:	SPC 3 £18,562 PRO RATA per annum with a 6% employer pension contribution
Hours:	35 hours per week
Location:	Based at our Coalville Branch
Contract:	Permanent
Line Manager:	Local Business Leader, NW Leicestershire and Melton
Purpose of role:	To provide administrative support to the money advice team and local generalist service

Main duties and responsibilities

Working with Clients

- Carry out assessments of a client's situation, including identifying emergency requirements and deciding on the next steps
- Book and rearrange clients' appointments via a range of channels
- Confirm client appointments via a range of channels
- Operate the text reminder service
- Correspond with clients as required
- Assist in conducting both verbal and written client satisfaction surveys and regular evaluation of the service.

Administration

- Manage referrals from partner agencies, book appointments and give feedback
- Maintain the money advice diary and referral spreadsheet in conjunction with other money advice administrators and money advice caseworkers
- Maintain the appointments and availability diaries for the generalist service
- Prepare grant applications and supporting documentation on the instruction of the money advice caseworkers
- Administer incoming and outgoing mail
- Use our customer relations system (CRM) to accurately input client information
- Maintain task lists on CRM system, ensuring tasks are dealt with within a timely manner to meet quality requirements
- Setting up case files, scanning, archiving and photocopying
- Keep accurate records of case outcomes
- Answer telephones, deal with enquiries and refer appropriately
- Take, type up and distribute minutes of team meetings
- Prepare and print outgoing post

Professional Development & Training

- Complete Core Citizens Advice training to Assessor level
- Keep up to date with processes and procedures and undertake appropriate training particularly in relation to understanding the debt advice process
- Prepare for and attend supervision and team meetings as appropriate.

Targets

- All reports and returns to be completed, signed off and submitted by deadlines
- Achieve set targets for completion of initial client assessments
- Attend all planned supervisions and annual appraisal
- Other targets to be agreed.

Research and Campaigning

- Contribute to both local and national campaigns where appropriate
- Raise and submit evidence forms where client circumstances fit with campaigns
- Raise with clients (after consultation with line manager) the possibility of their involvement in campaigns.

Other duties and responsibilities

- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policies
- Maintain good working relationships with all staff and volunteers
- Assist in the production of publicity materials or press releases and attend events to promote the debt advice and generalist service
- Support and mentor volunteers and new members of staff
- Ensure IT information assurance training is completed as required (currently annually)
- Abide by Health and Safety guidelines and share responsibility for own safety and that of colleagues
- Be willing to accommodate reasonable changes in working hours in order to meet the needs of the business
- Any other duties as required to ensure the effective provision of the service.

Person Specification		Essential	Desirable	Measured by
1.	A commitment to the aims and principles of Citizens Advice LeicesterShire	√		A, I, P
2.	Excellent communication skills	√		A, I, P
3.	Ability to work proactively and flexibly within a team and work on own initiative	√		A, I, P
4.	Ability to work under pressure, plan and prioritise own workload and meet deadlines and targets	√		I, P
5.	Ability to monitor and maintain own standards	√		I, P
6.	Respect for views, values and cultures that are different to your own	√		I, P
7.	An understanding of why confidentiality is important	√		A, I, P
8.	Excellent IT Skills	√		A, I, P
9.	Good interpersonal skills and the ability to listen, especially to those who may be highly stressed	√		A, I, P
10.	Understand the issues involved in dealing with vulnerable clients	√		A, I, P
11.	Excellent administrative and organisational skills	√		A, I, P
12.	Numeracy skills required to understand and produce statistics and check calculations	√		I, P
13.	High standard of written English	√		A, P
14.	Good working knowledge of Google Workspace (Particularly GSheets, GDocs and GDrive)	√		I, P
15.	Experience of working with different CRM systems		√	A, P
16.	Ability to offer some flexibility in working hours in order to meet the needs of the organisation		√	A, I
17.	A positive attitude to self-development and assessment.		√	A, I, P

Measured by: A= Application Form, I = Interview, R = References, P =Probationary period

Application Form Guidance Notes

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

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 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 criterion to a maximum of 200 words.

A useful guide might be S.T.A.R:

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.