

## **Generalist Adviser x2 (Full-Time and Part-Time)**

**Position:** Generalist Adviser

**Location:** Greater London, Harrow (remote working would be considered)

**Closing date:** Friday 13 August 2021, 5 pm

### **Role Details**

**Job title:** Generalist Adviser 1.5 (full-time 35 hours and part-time 21 hours)

**Location:** Greater London, Harrow

**Salary:** £27,741-29,772 pro-rata per annum (depending on experience)

**London Allowance:** Yes

**Hours per week:** 35 hours per week (full-time); 21 hours per week (part-time)

**Type of contract:** Permanent

**Closing date for applications:** Friday 13 August 2021, 5 pm

**Interview date:** Week commencing 23 August 2021

How to apply - For an application pack visit our website:

[www.citizensadviceharrow.org.uk](http://www.citizensadviceharrow.org.uk)

Citizens Advice Harrow has over 80 years of experience; providing free, confidential and impartial advice and campaigning issues that affect people's lives. In 2020/21 Citizens Advice Harrow dealt with more than 20,000 issues and maximised people's income by about £1million. An exciting opportunity has arisen for 1.5 Generalist Advisers (one full-time, one part-time) to join our diverse and dynamic team.

About the role:

- Interview clients using sensitive listening and questioning skills in order to allow them to explain their problem(s) and empower clients.
- Research and explore options and implications so that clients can make informed decisions.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Attend relevant internal and external meetings

About you:

- You will have the proven ability to interview clients using sensitive listening and questioning skills in order to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- You will have the proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- You will have one year's post-certificate experience of giving advice, ideally Citizens Advice adviser certificate.

We offer a range of employee benefits, including generous annual leave, pension contribution, and training and opportunities to continue your professional development.

Please note that we are unable to respond to applicants who have not been shortlisted. We reserve the right to close this vacancy as soon as it has been filled, therefore, if you are interested please submit your application as early as possible.



# Generalist Adviser

## Job pack

Thanks for your interest in working at Citizens Advice Harrow. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Harrow
- The role profile and personal specification
- Terms and conditions
- What we give our staff

### Want to chat about this role?

If you want to chat about the role further, you can contact Susan Kearney by emailing [admin@citizensadviceharrow.org.uk](mailto:admin@citizensadviceharrow.org.uk)



## 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

1. **We're local and we're national.** We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. **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.

3. **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 Harrow Citizens Advice works

Citizens Advice Harrow consists of a busy office and operates on several outreach locations. We run a multi-channel service so clients can contact us by email, webchat, telephone and face-to-face drop-ins. Our staff consist of a diverse team of paid and volunteer staff from a variety of backgrounds.



## Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 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.



## The role

Generalist Adviser

## Role profile

### Advice giving

- 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.
- Use the Citizens Advice AdviserNet website to find, interpret and communicate the relevant information.
- Research and explore options and implications so that clients can make informed decisions.

- Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist agencies as appropriate.
- Ensure that all work conforms to the organisation's office manual and the Advice Quality standard / Legal Aid Agency's Quality Mark / other funding requirements, as appropriate.
- Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

### **Research & Campaigns**

- Assist with research and campaigns work by providing information as appropriate.
- Alert clients to research and campaign options.
- Professional Development
- Keep up to date with legislation, policies and procedures and undertake appropriate training.

### **Administration**

- Attend relevant internal and external meetings as agreed with line manager.
- Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
- Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
- Ensure all work conforms to the organisation's systems and procedures.



# **Person specification**

### **Essential Criteria**

- Ability to commit and work within the aims, principles and policies of the Citizens Advice service.
- Proven understanding of equality and diversity and its application to the provision of advice.

- Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
- Understanding of the issues affecting society and their implications for the client and service provision.
- Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
- Ability to understand statistics and check accuracy of calculations.
- Ability to work from home or office based and in a multi-agency environment as required.
- Having one year's post-certificate experience of giving advice.

### Desirable Criteria

- In accordance with Citizens Advice national policy, we may ask the successful candidate to be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.
- Having a full, clean driving licence and access to a vehicle.

## Terms and conditions

- Permanent contract for full-time 35 hours per week and for part-time 21 hours per week
- Gross salary is between £27,741 - £29,772 pro-rata per annum depending on the experience



## What we give our staff

We offer a range of employee benefits, including generous annual leave, pension contribution, and training and opportunities to continue your professional development.



## Guidance notes for applicants

### Application form

Please complete your application and return it by post or email (as a Word document) no later than the closing date referred to in the advert. If you return your application via email there is no requirement to send a hard copy in the post. CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

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

### Diversity Monitoring

Citizens Advice Harrow 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 Harrow. 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, you will have received details with the application pack - 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

**We value diversity, promote equality and challenge discrimination**



# CONFIDENTIAL APPLICATION FORM

## Section 1



Citizens Advice Harrow

Civic 9

Station Road

Harrow HA1 2XH

Email address: [recruitment@citizensadviceharrow.org.uk](mailto:recruitment@citizensadviceharrow.org.uk)

Please refer to the **Guidance Notes for Applicants** before completing this application form.

We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds.

Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you **clearly demonstrate** how you meet each point on the person specification. Please note that CVs are not accepted.

Candidate ref. number (for office use only):

### Position applied for

Job title		Job reference	
Location			

<b>Personal information and address for correspondence</b>	
First name(s)	
Last name	
Address	
Postcode	
Telephone home	
Telephone work	
May we contact you at work?	Yes / No
Mobile	
Email	
We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know here:	

<b>Entitlement to work in the UK</b>
<p><b>To take up this post you must have the right to work in the UK.</b></p> <p>Please note that Citizens Advice Harrow does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.</p>

<b>Criminal convictions</b>		
<p>Having a criminal record will not necessarily bar you from working for Citizens Advice Harrow – much will depend on the type of job you have applied for and the background and circumstances of your offence.</p> <p>For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack.</p> <p>Please see Guidance Notes and Application Pack for further details.</p>		
<table border="1"> <tr> <td>Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?</td> <td>Yes / No</td> </tr> </table>	Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?	Yes / No
Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?	Yes / No	

If YES please provide details of the offence and the date of conviction.

## References

Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for references. One of these **should** be your present or most recent employer, the other could 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 post applied for. References will only be taken up for successful candidates following interview.

<b>Referee 1</b>		
<b>Name</b>		
<b>Address</b>		
<b>Postcode</b>		
<b>Telephone</b>		
<b>Email</b>		
In which context does this referee know you?		
<b>Referee 2</b>		
<b>Name</b>		
<b>Address</b>		
<b>Postcode</b>		
<b>Telephone</b>		
<b>Email</b>		
In which context does this referee know you?		

## Section 2

Information, experience, knowledge, skills and abilities

### IMPORTANT INFORMATION

It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.

- Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Pack)**.
- Please ensure that you address **all** the criteria on the person specification using the same order.





## Career history

Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.)

Employer's name and address and type of business.

State position held and outline briefly the nature of the work and your responsibilities.

Dates:                      From                      To

Reasons for leaving:

Dates:                      From                      To

Reasons for leaving:

Dates:                      From                      To

Reasons for leaving:

Dates:                      From                      To

Reasons for leaving:

**Educational history**

Please give details of educational qualifications you have obtained from school, college, university etc.

Subject	Level	Grade

## Professional development

Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken.

## Declaration

Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Harrow and if appointed, for the purposes of employment at Citizens Advice Harrow.

I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed.

If you are sending your application form by email, please mark this box   
(as a substitute for your signature) to confirm that you agree to the above declaration.

Signed:

Dated:

Please return this form to

[recruitment@citizensadviceharrow.org.uk](mailto:recruitment@citizensadviceharrow.org.uk)

Or

Citizens Advice Harrow  
Civic 9, Station Road  
Harrow HA1 2XH



**CONFIDENTIAL APPLICATION FORM**  
**SECTION 3**

## Diversity monitoring

Please note this section will be detached before sending your application to the recruitment panel for shortlisting.

Job title:	
Candidate ref. number (for office use only):	

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the information requested in the form below

### Data protection overview

If you are happy to provide it, we will use this information for the sole purpose of allowing us to monitor equality of opportunity and treatment as necessary to maintain or promote equality within Citizens Advice \*\*\*\*.

The information you give us will be kept securely, won't be shared outside the service and is confidential.

It will not be seen by anyone responsible for making recruitment decisions or have any impact on you directly.

If you are successful in your application and we require this information for other purposes, you will be asked to provide it separately - i.e. this form will not be used for other purposes.

If you would prefer not to answer any of the questions we ask, please leave them blank. If you would like us stop using the information you provide, please contact us.

Thank you for your co-operation.

The following information will not be seen by the recruitment panel and will not affect your application.

## Age

Which age bracket do you fit into? Put a cross in the relevant box.

Under 25	<input type="checkbox"/>
25 - 34	<input type="checkbox"/>
35 - 44	<input type="checkbox"/>
45 - 54	<input type="checkbox"/>
55 - 64	<input type="checkbox"/>
65 and over	<input type="checkbox"/>

## Gender

What best describes your gender? Put a cross in the relevant box or write in a preferred term.

Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
I prefer to use another term Please write in.....	<input type="checkbox"/>

## Sexual orientation

What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

Heterosexual/Straight	<input type="checkbox"/>
Gay Man	<input type="checkbox"/>
Gay Woman/Lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>

I prefer to use another term	
Please write in.....	

## Ethnic origin

How would you describe yourself? Choose **one** section (A to E) and put a cross in the relevant box within it.

<b>A. White</b>	English/Welsh/Scottish/Northern Irish/British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background Please write in.....	
<b>B. Mixed/multiple ethnic groups</b>	White & Black Caribbean	
	White & Black African	
	White & Asian	
	Any other Mixed/multiple ethnic background Please write in.....	
<b>C. Asian/Asian British</b>	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian Background Please write in.....	
<b>D. Black/African/ Caribbean/Black British</b>	African	
	Caribbean	

	Other Black/African/Caribbean background Please write in.....	
E. Other ethnic group	Arab	
	Any other ethnic group Please write in.....	

## Disability

A disabled person is defined under the Equality Act 2010 as someone with a **‘physical or mental impairment which has a substantial and long term adverse effect on that person’s ability to carry out normal day-to-day activities.’**

Do you consider yourself to be disabled under the Equality Act 2010?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

*The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.*

## Gender Identity

Is your gender identity the same as the gender you were assigned at birth? Put a cross in the relevant box.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

## Religion or belief

Which group below do you most identify with? Put a cross in the relevant box.

No religion	
Christian (including all denominations)	
Buddhist	
Hindu	
Jewish	
Muslim	
Sikh	
Any other religion or belief	
Please write in.....	

**How did you hear about this opportunity?**

Please include details below: