

North Ayrshire Citizens Advice Service Information to Candidates



Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from over 200 service points that cover Scotland from the islands to the City Centres.

The Bureaux are staffed by trained volunteer advisers under the supervision of the Session Support Worker, and provide responses to clients' enquiries covering the whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

The local offices are wholly independent and receive their core funding from their respective local Councils. Bureaux are autonomous bodies under the control of a local Committee of Management or Board of Directors. These consist of representatives of local statutory and voluntary agencies, elected members of the public, and volunteer representatives.

All bureaux are members of Citizens Advice Scotland (the Scottish Association of CABx), and as such must meet specific conditions of membership related to standards of service and other matters. The Association receives financial support from central government through the Department for Business Innovation Skills.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance on what are, at times, highly complex matters. The main enquiries at the present time relate to problems with welfare benefits and money; employment; goods and services; housing; and family and personal situations.

Applicants for these posts should be under no illusions about the extent of hard work and pressure involved in these challenging and interesting jobs. The posts demand a high level of commitment and may involve some occasional evening work. No overtime payments are made, but time off in lieu is given. Expenses are reimbursed for travel related to approved duties.

SC028222
North Ayrshire Citizens Advice Service