

Inverness Badenoch and Strathspey Citizens Advice Bureau

Employment and Equalities Rights Adviser



SUMMARY

Job Title:	Employment Adviser
Location:	Inverness (Remote working will be considered)
Reporting to:	Deputy Manager
Salary:	£26,377 to £28,818 (pro-rata/dependent on experience)
Hours:	Full or Part-time (between 17.5 and 35 hours per week)
Closing Date:	By 12 noon on Friday 12 th April 2024
Interview Date:	Friday 19 th April 2024

Role Context and Purpose

The successful candidate will join our Employment and Equalities Rights Team and contribute to the delivery of our employment advice service. This service supports and empowers individuals who experience employment rights breaches at work including unlawful discrimination. The types of issues dealt with are wide ranging but include enquiries about employment legislation, discrimination, redundancy, grievances, unpaid wages and the employment tribunal process.

The Adviser will support other volunteers and staff across the CAB network and deliver training to help increase the capacity and knowledge in the provision of employment advice.

Key Duties

- Providing quality advice and information to clients in response to employment and discrimination enquiries.
- Supporting clients to achieve desired outcomes in respect of all types of employment and discrimination issues.
- Case recording and data management of contacts with clients.
- Providing advice and support to other volunteers and staff in bureaux across Scotland
- Delivering training on specific employment topics
- Identifying any local or national social policy issues and raising these through appropriate channels.
- Maintaining and organising any project, funding, audit, case management or statistical information as required.
- Supporting communications to and from stakeholders.

- Developing office systems and procedures to ensure maximum operational efficiency is achieved.
- Keeping all records safe, confidential and accessible for future retrieval.
- Updating line manager upon progress of cases.

Essential Criteria

- A knowledge in both equality and employment rights and legislation.
- A commitment to ensuring that all clients who present for help in the areas of equality and employment rights are given good quality advice and information as required.
- Ability in assisting clients achieve successful outcomes including via problem solving, influencing and negotiating.
- Excellent interpersonal skills
- Effective oral and written communication skills with particular emphasis on writing letters, e-mails, reports, form filling and other correspondence as needed.
- Confidence to deliver presentations on employment related topics
- A solution-focused approach to work and an ability and willingness to follow and develop agreed standards and procedures.
- IT proficient in the use of MS office and a willingness to learn new systems when required.
- Numerate to the level required in the tasks.
- Ability to prioritise own work, meet deadlines and manage enquiries and caseload.
- Ability to work on own initiative with minimal supervision when appropriate
- Ability to give and receive feedback objectively and appropriately and a willingness to challenge constructively.
- Ability and willingness to work as part of an effective team.
- Understanding of social trends, social policy issues and their implications for clients and service provision.
- Commitment to the aims and principles of the CAB service and its equal opportunities policies.
- A demonstrable commitment to undertake training and keeping knowledge up to date.

Desirable Criteria

- Experience of working in an HR setting and/or another field associated with the provision of employment advice.
- Appropriate higher education qualifications or able to demonstrate comparable professional experience.
- Awareness of key stakeholders including ACAS, EHRC, HSE and understanding of the Employment Tribunal system.
- Ability to extract and statistically analyse information.
- Ability to identify any service provision improvements and make recommendations.

Please Note:

The above list is not exhaustive and the successful candidate(s) will be required to carry out any other tasks that may be within the scope of the post(s) to ensure the effective delivery and development of services.

How to apply

For further information or to download an application form, please use the link on the advertising website.

All applications should be returned to us at: hr@InvernessCAB.org

For further information, please contact:

Business Support Administrator
Inverness Badenoch & Strathspey CAB
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