**Recruitment Pack**

**Senior Advisor**

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**Covering Letter**



November 2021

Dear Applicant

**Post of Senior Advisor**

Thank you for your enquiry about the above post.

You will find enclosed an application form together with a job description and person specification. There is also some background information about the bureau.

In determining which applicants will be interviewed the Interview Panel will have regard to applicants who best fit the person specification so it is important that you use this as a guide when completing the application form.

We regret that we are unable to acknowledge receipt of completed application forms unless a stamped addressed envelope is enclosed with your application.

We look forward to receiving your application by the closing date of 8th December 2021 at 5pm and we would ask that you provide an email address and telephone number where we can contact you day and/or evening.

Yours faithfully,



Lynda MacLean

Operations Manager

**Organisational Profile**



Western Isles Citizens Advice Service is the major provider of information, advice and assistance in the Western Isles.

We are staffed by trained volunteer advisers under the supervision of the management team, 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 Comhairle nan Eilean Siar. We are an autonomous body under the control of a local Board of Directors.

We are members of Citizens Advice Scotland (the Scottish Association of Citizens Advice Bureaux) and, as such, must meet specific conditions of membership related to standards of service and other matters.

Enquiries are across a wide range of fields, and clients expect high quality advice and assistance (including representation at tribunals and in Court when appropriate) 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.

*Charity Name: Western Isles Citizens Advice Service*

*Charity Number: SC015018*

**Job Description**



**Job Title:** Senior Advisor

**Responsible to:** Operations Manager

**Line Management:** Volunteer Advisors

**Responsible for:** WICAS-wide delivery of CAB services including advice work, volunteer support and supervision, case checking and social policy.

**Location**: Tarbert, Isle of Harris

**Hours**: 19 hours per week

**Salary:** £26,244.40 (pro-rata) per annum + £2,280 (pro-rata) Island Allowance + 6% pension contribution

**Summary of main responsibilities:**

* Ensure the provision of a quality advice and information service to the public by supporting and assisting volunteer advice workers on a day to day basis
* Support and supervision for generalist advisers and volunteers within WICAS

#### **General Responsibilities**

* Provide support for volunteer workers, particularly in relation to complex and / or unusual client enquiries, by being available for consultation during advice sessions
* Ensure quality of advice by monitoring client records (case checking) for all advice advisors and volunteers
* Participation in on-going training and identifying staff and volunteer training and / or ongoing support needs
* Ensure that volunteer workers produce accurate, legible and complete client records
* Ensure that research work, telephone calls and / or correspondence relating to casework is undertaken timeously
* Authorise the production of standard letters and / or original correspondence necessary to progress client cases
* Ensure that ongoing cases are progressed, recorded and filed appropriately
* Prepare a monthly report detailing comparative statistics and client financial gain for presentation to the manager and / or board of directors
* Assist the operational manager in meeting the training needs of volunteer workers
* Assist the operational manager in matters relating to the production of the WICAS annual report and other reports, as required
* To ensure, in conjunction with operational manager, that accurate statistics of client enquiries are maintained and relayed to CAS, as required
* To ensure that the bureaux make statistical, legal and social policy returns to meet CAS membership scheme requirements, in conjunction with the operational manager

**Advice Support / Work**

* To ensure procedures are in place to ensure practice in all areas of advice work meet the requirements of CAS membership conditions
* To provide accurate information, advice and support services to clients, as required
* To monitor all aspects of the advice work of the bureau and to report to the operational manager as required.
* To facilitate the compilation and updating of a local information system
* To ensure that accurate, legible and comprehensive case records are kept
* Ensure quality of advice by monitoring client records and identifying volunteer worker training and / or support needs.
* To ensure that service to clients is within the spirit of the CAS equal opportunities policies

**Administration**

* To ensure that health and safety policies and procedures are followed
* To ensure that the bureau makes timeous statistical, legal and social policy returns to the operational manager to meet CAS membership scheme requirements

 **Access to IT facilities**

* To ensure that volunteers have access to, and are adequately trained in, the bureau IT systems and software applications to perform effectively, in conjunction with the operational manager
* Ensure client confidentiality through the compliance with, the bureau legal obligations such as the Data Protection Act.

**Other duties and responsibilities**

* Have responsibility to uphold the Aims and Principles of the CAB service and its equal opportunities policies.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

To carry out any other reasonable tasks as required by the operational and strategic managers or board of directors

**Person Specification**



|  |  |
| --- | --- |
|  | **COMPETENCIES** |
| **QUALIFICATIONS** | * Good general education
* Willing to undertake appropriate further education and training
* Completion of CAB adviser training.
 |
| **EXPERIENCE** | * Experience of volunteer support and supervision
* Communicating and liaising with varying organisations
* Delivery of advice and information services to clients.
 |
| **SKILLS AND****ATTRIBUTES** | * Ability to work without supervision
* Good written and oral communications skills
* Excellent IT skills, proficient in the Microsoft Office suite
* Ability to work under pressure
* Keen analytical skills
* Ability to manage change and development
* Ability to deliver advice and information services.
 |
| **VALUES AND** **ATTITUDES** | * Ability to deal with volunteers and the public in a competent and caring manner.
* Commitment to principles and equality of opportunity within CAS and its services.
* An understanding and empathy with the aims and objectives of the CAB service
* Commitment to team working
 |
| **KNOWLEDGE** | * Technical knowledge relating to aspects of advice giving
* Working knowledge of Microsoft Office suite
 |
| **OTHER** | * Must be prepared to work flexibly, be able to travel and attend meetings and training in other locations and to make overnight trips as required.
 |

**Application Form**



To apply for this role, please complete this application form and send it to

Lynda MacLean

Operations Manager

Western Isles Citizens Advice Service

45 Winfield Way

Balivanich

Isle of Benbecula

HS7 5LH

Or by email to

Lynda.MacLean@uistcab.casonline.org.uk

In order for your application to be considered, please ensure you complete all sections of this form. Please do not send in your CV as we will only consider your completed application form.

**Sections**

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# Candidate Details

Please complete your details below:

|  |  |
| --- | --- |
| Title |   |
| Full name |  |
| Previous name(s) if applicable (please include dates) |   |
| Address |   |
| Email address |   |
| Contact telephone number |   |
| Role applied for |   |
| Where did you see the job advertised? |   |

# General Data Protection Regulation

The Western Isles Citizens Advice Service is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to processing your data securely and transparently. Our Privacy Notice for Job Applicants sets out, in line with GDPR, the types of data that we collect and hold on you as a job applicant, how we use that information, how long we keep it for and other relevant information about your data. A copy of the privacy notice for job applicants can be found attached. It is important that you read this notice so that you are aware of how and why we are using your data. Please check the box below to confirm that you have done so.

[ ]  **I confirm that I have read, understood and agree to the Privacy Notice for Job Applicants.**

# References

Any offers of employment with The Western Isles Citizens Advice Service are conditional upon receipt of satisfactory references. Please provide below the names and contact details of at least two referees **covering your last 5 years of employment** (include additional boxes if necessary).

If you have been in full-time education during this time, please provide details of where an academic reference can be obtained.

For each reference, please detail the following information:

**Referee 1**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation**  |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

**Referee 2**

|  |  |
| --- | --- |
| **Name of referee** |  |
| **Job title of referee** |  |
| **Organisation**  |  |
| **Address** |  |
| **Email Address** |  |
| **Contact Telephone Number** |  |
| **Dates employed** |  |

Please note that we will not contact any referees until an offer of employment has been made and your authorisation has been obtained.

# Right to Work in the United Kingdom

All employees must be able to demonstrate that they are legally entitled to work in the United Kingdom.

In order to apply for employment with the Western Isles Citizens Advice Service, you must declare that you have the right to work in the United Kingdom and that, if successful, you will be able to provide the necessary documentation (typically a passport or a birth certificate, together with your National Insurance Number).

By completing this application form, you are declaring that you are legally entitled to work in the United Kingdom.

**Please state below, by selecting the statement that applies to you, if there are any restrictions or limitations on your legal right to work in the United Kingdom.**

|  |  |
| --- | --- |
| [ ]  | I confirm that I have the right to work in the United Kingdom without restriction. |
| [ ]  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I have no restrictions or limitations on my Visa. |
| [ ]  | I confirm that I have the right to work in the United Kingdom until \_\_\_\_\_\_\_\_\_\_\_ and I hold the appropriate Visa documentation to confirm this right. I am restricted to (please detail any restrictions or limitations on working in the UK):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# Employment History

Please give details of your employment (paid or unpaid) starting with your present/most recent employer and working backwards. Please explain any employment breaks.

**Present or most recent employer:**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |   |
| Job title |   |
| Dates employed: from (MM/YY) to (MM/YY) |   |
| Final salary |  |
| Notice period (if applicable) |   |
| Reason for leaving  |   |

Please give a brief outline of your main responsibilities and achievements:

**Previous employers: Continue on separate sheet and include additional boxes if necessary**

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |   |
| Job title |   |
| Dates employed: from (MM/YY) to (MM/YY) |   |
| Notice period (if applicable) |   |
| Reason for leaving  |   |

Please give a brief outline of your main responsibilities and achievements:

|  |  |
| --- | --- |
| Name, full address & telephone number of employer |   |
| Job title |   |
| Dates employed: from (MM/YY) to (MM/YY) |   |
| Notice period (if applicable) |   |
| Reason for leaving  |   |

Please give a brief outline of your main responsibilities and achievements:

If you have had any breaks in your employment (for example family commitments, travel and periods of unemployment) please give the dates to and from and a full explanation.

|  |  |
| --- | --- |
| **Dates** | **Reason for break** |
|  |   |
|  |   |
|  |  |
|  |   |
|  |   |

# Qualifications

Please give details of your qualifications below, beginning with the most recent.

**Education:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** | **Institution name** | **Qualification** | **Grade** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Membership of professional bodies:**

|  |  |  |
| --- | --- | --- |
| **Date joined** | **Professional body** | **Category of membership** |
|  |  |  |
|  |  |  |
|  |  |  |

**Additional qualifications:**

|  |  |  |
| --- | --- | --- |
| **Date completed** | **Course** | **Brief description** |
|  |  |  |
|  |  |  |
|  |  |  |

# Written statement

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description, please provide examples demonstrating what experience, skills and qualities you would bring to this job. Your statement should not be longer than one page.

# Declaration

I confirm that the information given on this form is, to the best of my knowledge, true and complete. I understand that any deliberate attempt to provide false information to obtain employment is a serious misrepresentation and will lead to rejection, or if employed, dismissal and is likely to constitute a criminal offence.

Signed:

Date:

Print name: