**Skye & Lochalsh Citizens Advice Bureau**

**Recruitment Pack**

**Job Title**

1. Covering Letter
2. Background Information
3. Job Description
4. Person Specification
5. Application form
6. Equal opportunities monitoring form
7. Protection of Vulnerable Adults Scheme – self declaration



SKYE & LOCHALSH

CITIZENS ADVICE BUREAU

**Title:** Systems Support Officer

**Project:** Access to Advice

**Responsible to:** Bureau Manager

**Duration:** Fixed term to 31 March 2021

**Hours of work**: 35 hours per week

**Salary:** £17,381 per annum

Systems Support Officer is vital role within a busy office environment emphasising the following key points:-

* ​maintaining core CAB systems, including providing guidance for salaried and volunteer staff
* producing key performance indicator reports to assist the Bureau Manager
* providing administration and systems support for salaried and volunteer staff
* managing the client triage process

The successful applicant will be required to attend the occasional evening meeting for minute taking purposes.

**Closing date for application for the post is: Friday 20th April 2018**

**Interviews will take place w/c 30th April 2018**

The CAB is committed to equal opportunities both in service provision and employment.

Date: **March 2018**

Dear Applicant

# Post of Systems Support Officer

Thank you for your enquiry about the above post.

You will find enclosed an application form together with a job description, person specification, equal opportunities monitoring form and PVG Scheme Self Declaration form. 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 to use this as a guide when completing the application form.

In the interest of public safety, the successful applicant for this post will be asked to disclose criminal history information under the Protection of Vulnerable Adults Scheme.

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 is **20th April 2018** and we would ask that you provide a telephone number where we can contact you day and/or evening.

Yours sincerely

Morag Hannah

Bureau Manager

**Skye & Lochalsh Citizens Advice Bureau**

**Background Information**

Citizens Advice Bureaux are the major providers of information, advice and assistance, operating from almost 300 locations that cover Scotland from the Islands to the City Centres. Bureaux are staffed by trained volunteer advisers and paid staff who provide responses to clients' enquiries covering a whole range of social issues. Despite being a generalist service, most enquiries are concerned with matters related to problems of poverty and deprivation.

Bureaux are autonomous bodies under the control of a local Committee of Management. These consist of representatives of local statutory and voluntary agencies, elected members of the public, and staff representatives. We are an independent & confidential service, responsible for raising our own funds. 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.

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.

The CAB office is located in Portree and outreach services are based in Kyle. At present, we employ two part-time Money Advice Workers, two part-time Welfare Rights Officers and a full-time Session Supervisor and a Bureau Manager. There are nine valued volunteers, all of whom have undergone basic training and seven trainee volunteers at present. Operating hours are Monday to Friday from 9am-1pm, 2pm-5pm. No overtime payments are made, but time off in lieu is given. Expenses are reimbursed for approved travel related journeys. The twin aims of the service are:

* To provide the advice people need for the problems they face
* To improve the policies and practices that affect people’s lives.

Through a small team of core and project staff and volunteers, the bureau provides a free, confidential, independent and impartial service for community residents on a wide range of issues including:

* Debt and money
* Welfare Rights
* Consumer issues
* Immigration
* Employment and workforce problems
* Housing
* Relationship and family issues
* Discrimination
* Health services
* Legal rights & responsibilities

Skye & Lochalsh CAB is a trusted and well respected organisation. It enjoys high levels of client satisfaction and the excellence of its advice work is recognised through high performing audits. Our volunteer workforce and paid staff are fully committed and strive, with limited resources, to provide the advice sought by thousands of clients each year. We are a recognised as a Charity with Office of the Scottish Charity Regulator (SC022578), and operate as a Company Limited by Guarantee (SC229160) and is registered with Financial Conduct Authority (FRN 617782). For a full overview of all our services and current work, please visit our website at: [www.slcab.org.uk](http://www.slcab.org.uk)

Access to Advice Project

**Job Description**

**Title:** Systems Support Officer

**Project:** Access to Advice

**Responsible to:** Bureau Manager

**Duration:** Fixed term to 31 March 2021

**Hours of work**: 35 hours per week

**Salary:** £17,381 per annum

# Job Outline

Systems Support Officer is vital administrative role within a busy office environment

# Summary of Main Duties/Responsibilities

* Assist Manager and/or other staff with clerical and administration systems
* Ensure all staff are using appropriate bureau systems and procedures
* Identify improvements in bureau systems
* Ensure all paperwork is completed on time
* Be available to record the minutes of Board of Directors meetings
* Keep all bureau records safe, confidential and accessible for future retrieval
* Provide training in use of office systems to bureau staff
* Develop and monitor the quality of the office systems and procedures in use
* Provide administrative assistance in staff recruitment and training programmes
* Provide administrative assistance relating to the bureau’s IT strategy
* Process client case records, and ensure continuity and confidentiality
* Control all bureau correspondence procedures
* Undertake research work for the Manager and/or other staff as requested
* Operate and control the bureau petty cash system
* Undertake any other reasonable duties as requested by the Manager

# Skye & Lochalsh Citizens Advice Bureau - Person Specification

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | Relevant qualification and/or training  Good standard of general education | Generalist Adviser Certificate of Competence  Evidence of training/qualification: Money Advice/ Welfare Rights/ Housing |
| **Experience** | Case management experience  Experience of collection of statistical recording for evaluation/monitoring  Experience of minute taking | Experience of working with volunteers; in the voluntary sector as paid member or/and volunteer  Experience of reporting to funders |
| **Skills, Knowledge and Attributes** | Ability to communicate with a wide range of groups and individuals.  Understand the issues involved in interviewing clients.  Ability to set up and use systems to collect, collate and share information about project achievements and outcomes.  Proven organisational and administrative skills  Ability to prioritise, complete deadlines and multi-task  Ability to manage your own workload and work on your own initiative  Ability to work as part of a team  Excellent verbal, written communication | Statistical recording for evaluation/monitoring.  Ability to establish good relationships with other agencies  Knowledge of local community resources  Ability to demonstrate understanding of social trends and their implications for clients  Ability to use IT in the provision of advice and the preparation of reports |
| **Values and Attitudes** | Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.  A willingness to learn and develop and reflect on practice.  Ability to monitor and maintain own standards. | Proven ability to work within a community development or volunteer setting  Commitment to equality of opportunity |
| **Other** | Ability to work in a flexible manner |  |



***Strictly Private and Confidential***

# APPLICATION FOR EMPLOYMENT

## Skye & Lochalsh Citizens Advice Bureau

**The Green**

**Portree**

**Isle of Skye**

**IV51 9BT**

**Telephone: 01478 611880**

**Please this form in black ink or type to enable clear photocopying.**

Skye & Lochalsh Citizens Advice Bureau wishes to ensure that comparison between applicants for posts is thorough and in line with it Equal Opportunities Policy. It is, therefore, essential that you complete this application form fully as it will be used to assess whether you will be shortlisted for interview. **Please do not enclose curriculum vitae**.

### 1. Position Applied for

**2. Surname First Names**

**3. Address**

**4. Telephone Number**

### 5. How much notice, if applicable, are you required to give?

**6. Shortlisted applicants will be invited to attend interview w/c 30th April 2018**

**Please supply contact number and /or an e-mail address**

**7. Do you hold a clean current driving licence?** **Yes No**

### 8. Please state where you saw the advert for this post

#### If you require access assistance please phone (01478) 611880

**9. Are you entitled to work in the United Kingdom? Yes No**

*Please note, if you are called to an interview you will be asked to produce supporting evidence.*

**10**. **Protection of Vulnerable Groups Scheme**

You will be required to complete a Protection of Vulnerable Group Scheme membership form on which you will be asked to disclose any criminal offences of which you have been convicted. The level of check will be enhanced.

Do you have any unspent criminal convictions, police caution, reprimands or warnings or do

you have any cases pending against you?

**Yes No**

If yes, please specify

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**11. Work Experience**

##### We want to know about your work experience, paid or unpaid. Please include your current /previous employment, voluntary work, or community activities, and time spent caring for dependants, etc, if appropriate. Say why you left.

|  |  |  |  |
| --- | --- | --- | --- |
| Dates | Names of Employer(s)/Organisations | Main Tasks Undertaken | Why did you leave? |
|  |  |  |  |

**12. Education and Training**

##### Please list any education and/or training (including short courses) that you have undertaken

|  |  |  |
| --- | --- | --- |
| Dates | **Education/Courses/Training** | **Qualifications** |
|  |  |  |

**13. Additional Information**

In this section we would like you to give your reasons for applying for this post. Bearing in mind the job description and person specification, please indicate what experience, skills and interests you would bring to this job. **(Please continue on an additional sheet if you wish)**

### 14. References

Skye & Lochalsh Citizens Advice Bureau requires to receive positive references prior to confirming appointment of the successful candidate. The post involves working with young people and vulnerable adults.

Please give below the names and addresses of two referees who can comment on your suitability for the post. If you have been employed, one should be from your present or most recent employer.

Name

Relationship

Position held

Address

Telephone No

Name

Relationship

Position held

Address

Telephone No

* **References will only be taken up where the Board of Directors intends to make an offer of employment**

**I declare the information given on this form is correct to the best of my knowledge.**

**Signature ………………………………………… Date ……………………………………**

**Closing Date for application: 20th April 2018**

Please return this form marked “Confidential” to:- Morag Hannah, Bureau Manager

Skye & Lochalsh Citizens Advice Bureau

The Green, Portree

ISLE OF SKYE

IV51 9BT

Email: [office@skyecab.casonline.org.uk](mailto:office@skyecab.casonline.org.uk)

### Date of interviews for successful applicants: w/c 30th April 2018

**YOU ARE REQUESTED TO BRING TO INTERVIEW ALL RELEVANT EDUCATION/VOCATIONAL CERTIFICATES YOU HAVE REFERRED TO IN THIS APPLICATION**

**Data Protection**

The personal record of the person appointed to this post will be held in Skye & Lochalsh Citizens Advice Bureau in accordance with the Data Protection Act. The personal records of unsuccessful candidates will be destroyed as confidential waste two weeks after the fixed interview date or deferred date.

## EQUAL OPPORTUNITIES – RECRUITMENT MONITORING FORM

The CAB is striving to ensure equality of opportunity in its volunteering and employment policies and therefore we have decided to monitor our recruitment practices. This will help us identify areas of under representation in our workforce and to assess those areas where positive action is needed. In order that we can monitor each stage of the recruitment process, you will be asked to complete this form on application.

Your co-operation in completing this form would be greatly appreciated. We must stress that any information you give will be strictly confidential. You are not obliged to answer the questions but you will appreciate that, for our monitoring policy to be wholly effective, we would hope to have 100% response.

If you do not wish to answer any question(s), this will not affect your application in any way. There follows an explanation of some of the sections where appropriate. Thank you for your time and co-operation in completing our form.

We wish to give you the following assurances

* The information provided will not form the basis of any part of selection
* All information will be regarded as confidential
* This information will only be used for statistical purposes to monitor the composition of the service.

**1. ETHNIC ORIGIN**

We appreciate that some people, including those of mixed race, may not be happy with classification used on monitoring forms. The classifications we have used are those used by the General Register for Scotland – census forms. If you wish to classify yourself in some other way, please use the additional space provided to do so.

I would describe my ethnic origin as *(in your own words or if you prefer tick one of the following):*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| White Scottish |  | Indian |  | Chinese |  |
| Other White British |  | Pakistani |  | Caribbean |  |
| Irish |  | Bangladeshi |  | African |  |
| Any other white background |  | Any other Asian background |  | Any other Black background |  |

Other ethnic background (please specify)……………………………….

**2. GENDER**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| I am *(please tick):* | Male |  | Female |  | Transgender |  |

**3. AGE**

|  |  |  |  |
| --- | --- | --- | --- |
| 25 and under |  | 55 and over |  |
| 26 - 34 |  | Declined to answer |  |
| 35 - 54 |  |  |  |

Continued overleaf

**4. DISABILITY**

We understand that many employees do not declare disability or caring responsibilities because of possible discrimination against them by employers in the selection process and many people do not register as disabled for the same reason. We would like to know how many people we attract to the service so that we can monitor the effectiveness of our policies towards disabled people and their carers.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Disability\* | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Registered disabled\* | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Would you require special adaptations/equipment | Yes |  | No |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Carer of someone with a disability | Yes |  | No |  |

Please specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*If you answer in the affirmative to any of the above questions and are short-listed for interview, please contact the CAB to ensure that interview arrangements are to your satisfaction.

**5. SEXUAL ORIENTATION**

We appreciate that some people may find the question on sexual orientation to be an extremely personal one and we must therefore re-iterate that you are under no obligation to answer it.

I would describe myself as *(please tick):*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Heterosexual |  | Lesbian |  | Gay |  | Bisexual |  | |  | | --- | |  |   Transgender |

**6. MEDIA RESPONSE**

Where did you see this post advertised or how did you find out about it?

|  |
| --- |
|  |

**7. COMMENTS**

Do you have any comments about our monitoring form?

|  |
| --- |
|  |

Self-Declaration Form for an Applicant working with Adults at Risk or Children therefore requiring a PVG Scheme Disclosure

Private & Confidential

The post that you have applied for is exempt from the Rehabilitation of Offenders Act 1974 by the Exclusions and Exceptions Scotland Order 2003 and the Protection of Vulnerable Groups Act 2010 applies. You are therefore required to disclose all convictions (spent and unspent), cautions, and any relevant non-conviction information.

Please give details regarding any convictions and cautions under the heading in **Section 1.**

Please give details of any relevant non-conviction information in **Section 2.**

If you have **no** convictions, cautions, or relevant non-conviction information please go to **Section 3** and sign the declaration form.

Should you be appointed for the position applied for you will also be required to provide a Protection of Vulnerable Group (PVG) Scheme Disclosure under the terms of the Protection of Vulnerable Groups Act 2010.

**Section 1**

1. Please give the date and details of the conviction(s) that you were charged with, the sentence that you received and the court where your conviction(s) was heard.
2. Please give details of the reasons and circumstances that lead to your offence(s)
3. Please give details of how you completed the sentence imposed, (for example did you pay your fine as required, what conditions were attached to your probation/community service/supervised attendance order, did you comply with the requirements of your order/custodial sentence etc.
4. Has any other organisation(s) supported you to work through any of the above issues?
5. What have you learned from the experience?

**Section 2:** Non-conviction relevant information:

**Section 3: Declaration**

I certify that all information contained in this form is true and correct to the best of my

knowledge and realise that false information or omissions may lead to dismissal.

Signature:

Date:

*NOTE: The information given in this form will be treated in the strictest confidence. Please*

*seal this form in the addressed envelope provided and return prior to your interview.*