



Citizens Advice South Somerset

www.citizensadvicesouthsomerset.org.uk

Petters House, Petters Way
Yeovil, Somerset BA20 1SH

Phone: 01935 847661

angela@citizensadvicesouthsomerset.org.uk

May 2021

Recruitment Pack Contents

1. Recruitment Details
2. Covering Introductory Letter
3. Background Information about the organisation
4. Application Form Guidance (pages 6 – 8)
5. Job Description and Person Specification (separate)
6. Equal Opportunities Monitoring Form (separate)
7. Application Form (separate)





Citizens Advice South Somerset

www.citizensadvicesouthsomerset.org.uk

Petters House, Petters Way
Yeovil, Somerset BA20 1SH

Phone: 01935 847661

angela@citizensadvicesouthsomerset.org.uk

1. Recruitment Details

Phone Adviser

Full time: 30 - 37 Hours Per Week

Contract: Fixed Term to March 22

Location: Yeovil offices

Salary: £20,967 – £21,312 pro rata

Job Share: Considered

If you would like to chat in confidence before making an application please contact:
angela@citizensadvicesouthsomerset.org.uk

Closing Date for Receipt of Applications: Monday 24th May 2021

Interviews: 3rd June 2021



2.Covering Letter

Dear Applicant

Thank you for your interest in the post of Phone Adviser

Enclosed in this pack you will find:

1. Role description and person specification
2. Application form
3. Background information about our organisations
4. Guidance notes to accompany the Application Form
5. Equalities Monitoring Form

Further information about our organisation can be found on our website:
www.citizensadvicesouthsomerset.org.uk

Important Information for Applicants

Please read the guidance notes below which outline how we shortlist and assess applicants. We will not consider a CV as an application so please don't send one.

The closing date for receipt of applications is Monday 24th May 12 noon

Applications to be sent by email marked confidential to Nadia Waite:
nadia@citizensadvicesouthsomerset.org.uk

Only those candidates that are shortlisted for interview will be contacted. Please note that we don't provide feedback to applicants who were not selected for interview.

Angela Kerr
CEO



Information About CASS

Citizens Advice South Somerset provides free, impartial, independent and confidential advice to anyone who needs it. We also undertake research and campaigns to improve the policies that affect people's lives

Our vision

Delivering excellence in prevention and advice services – helping clients prepare for, and manage through, key life events and change in order to improve their independence, prosperity and wellbeing.

Our Mission

We provide high quality, seamless and responsive services that meet our clients' needs enabling them to act early to avoid a problem escalating and providing advice to achieve effective resolution of the issues that arise in their lives.

We are an independent charity (registration number: 1054134). Our services benefit the whole community and reduce poverty, disadvantage and discrimination by helping people to improve their life chances through resolving their problems. We provide information, and advice on any issue a client presents including; debt, benefits, employment, housing, relationship matters, discrimination, and many more issues. For clients with multiple or complex problems we offer intensive casework support. Our services are delivered with flexibility to make them available to everyone.

Our general service offers open access to information, advice and casework by phone, email (and previously through face to face services at one of our drop-in sessions).

In addition to the general service we develop and deliver specialist projects and programmes including:

- Welfare Benefits Advice and Casework including for people living with cancer and other life limiting health conditions and those making or managing other benefits claims
- Money and debt advice/casework for Abri Housing Group's tenants who are in financial difficulties or for other members of the community through our MAPs funded work as part of Debt Free South West
- Financial capability and personal budgeting support
- Assist Advice Pathway – recovery focused advice and support for people re-gaining mental health and wellbeing following a period of ill health /acute care
- Community learning programmes such as financial education
- Energy advice to assist householders to maintain a warm and affordable home environment and manage their bills
- Local Assistance administering crisis grants and food parcels for people facing serious emergencies and crisis

- Training and support to local community groups enabling them to provide information assistance within their community of interest
- Research and campaigning to raise awareness and influence change in respect of policies that have a detrimental impact on people's lives

We are a volunteer involving organisation with a diverse team of active volunteers. The majority of our general advice service is delivered by people who give their time for free.

We work in close collaboration with the other Somerset advice agencies to research and identify advice or development needs for the communities of Somerset. We work together to promote access to information and advice and to research and campaign on matters in order to improve services for local people.

We employ approximately 30 staff who support and oversee the work of our volunteers (around 48). The staff team is led by our CEO, Angela Kerr, who reports to the Board of Trustees.

Currently we receive funding from a range of sources including South Somerset District Council, Somerset County Council, Abri Housing Group, MacMillan Cancer Support, Debt Free South West, Open Mental Health, The Henry Smith Foundation and through smaller grants and donations from Town and Parish Councils, the general public and other charitable trusts.

Our 9 Trustees are representative of the local community and bring a range of special interests and expertise into their role. The Board meet every quarter in the evening and are supported by the finance sub-committee.

The organisation is a registered charity and not for profit company limited by guarantee. We are monitored and regulated by the Financial Conduct Authority and through the Advice Quality Standard within our membership agreement with National Citizens Advice.

Guidance notes for applicants

Application form

Please complete your application and return it by 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. We will accept a typed equivalent for an electronic signature.

CVs will not be accepted as a substitute for the application form but can be used to provide some of the information requested if they match our requirements (eg employment history) and if added as a continuation page to the application form.

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 of the person specification of the role for which you are applying.

Data Security

The information you provide will be treated as confidential data and will be used for the purposes of assessing your application. If you are successful your application record will be kept on your personnel file. If you are unsuccessful your record will be stored for 3 months at which point it will be destroyed in accordance with our confidential waste disposal policy.

Support

Please let us know if you require any adjustments to be made to the application and 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 South Somerset does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Diversity Monitoring

Citizens Advice South Somerset 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 South Somerset. 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.

Evidence of 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 description and person specification.

The Person Specification is the basis of our shortlisting assessment. Please ensure that you provide evidence against the essential and desirable 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 essential 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 to structuring your response 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.

Criminal convictions

Anyone who applies to work within Citizens Advice South Somerset will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice South Somerset – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.