



# Application guidance pack

Thank you for your interest in working at Citizens Advice Leeds. In this pack you will find information about:

- Citizens Advice Leeds
- The national Citizens Advice service
- Benefits of working for Citizens Advice Leeds
- Our approach to equality and diversity
- The application process

## Timescale for applications:

- Closing date: 5pm on 31 August 2021
- Interviews: 6 September 2021 onwards
  
- Due to high levels of interest in our roles, we are unable to respond individually to applicants who are not invited to interview. If you do not hear from us by 6 September you should assume you are not being invited to interview on this occasion.

# Citizens Advice Leeds

Citizens Advice Leeds is the largest provider of free and independent advice in the city, helping over 30,000 people a year through telephone, online and face-to-face services delivered at over 30 locations citywide. We have around 60 employees and 60 volunteers at any time.

## Our vision and purpose

Citizens Advice Leeds is working for a fairer society where people are free from the effects of poverty and injustice. Through our work we bring about changes for individuals, families and communities:

- We help people on low incomes to achieve better living conditions through increased income, better housing and improved health and wellbeing.
- We help people to fight back against discrimination, abuse and illegal and unfair practices.
- We make connections between individual situations and collective injustice and use our evidence to campaign for policy solutions locally and nationally.

## Our commitment to access and quality

In recent years we have doubled the number of people we help and made it easier for people to contact us by phone, online or in person. Our commitment to access and quality means that:

- We consistently achieve good and excellent scores in quality of advice assessments.
- We provide access to justice for people most at risk of social and financial exclusion, e.g.
  - We deliver advice sessions in mental health services, GP surgeries, and children's centres and provide free access to interpreters;
  - 34% of our clients are from Black, Asian or minority ethnic backgrounds;
  - 49% of our clients have a disability or long term health condition.
- We consistently demonstrate standards of excellence across all areas of governance, management, equalities and operational management.

## **Citizens Advice**

Citizens Advice Leeds is one of around 270 local organisations who are members of Citizens Advice. Citizens Advice is a national charity with a variety of responsibilities including:

- Regulating quality standards in the Citizens Advice service and supporting local citizens advice
- Advocating policy change based on evidence gathered from the service
- Managing the consumer advice service
- Co-ordinating Witness Services delivered in local courts

## **Benefits of working for Citizens Advice Leeds**

Citizens Advice Leeds offers a competitive remuneration package with additional benefits that support a positive work-life balance:

- Full-time hours are 35 per week with a flexible working policy
- Annual leave entitlement starting at 25 days p.a. (plus 12 bank holidays) and increasing with long service
- Defined contributions pension scheme with an employer contribution of 6.5%
- Employee assistance programme with access to 24/7 telephone support
- We are a Disability Confident Employer and a signatory to the Mindful Employer Charter
- We are based in modern offices in a city centre location with good transport links

## **Our commitment to equality and diversity**

Citizens Advice Leeds is committed to providing a supportive and inclusive culture for our employees, volunteers, service users and other stakeholders.

We recognise the positive value of diversity, promoting equality and fairness, and challenging discrimination. We welcome our legal duties not to discriminate

as a service provider and an employer and are committed to go beyond the legal minimum regarding equality.

We value the benefits of having a diverse workforce and will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

Citizens Advice Leeds is a Disability Confident Employer and as a signatory to the Mindful Employer Charter we are committed to showing a positive and enabling attitude to employees and job applicants with mental health issues and our employee policies and benefits support that commitment.



## How to apply for a role at Citizens Advice Leeds

### The application process

- You will find details about our vacancies and how to apply on our website [www.citizensadviceleeds.org.uk](http://www.citizensadviceleeds.org.uk) on the *Working for us* page. On this page you can download:
  - o Job descriptions for current vacancies
  - o Guidance on how to apply
  - o Application form
  - o Diversity monitoring form
- When you have filled in the application form please email it to us at [jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk)
- You can also send your completed diversity monitoring form to [jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk) .

- If you are shortlisted for a role we will contact you to invite you to an interview. Interviews are carried out by a panel of 2-3 people and are usually face-to-face. Interviews may be carried out online if necessary.
- We may also ask you to undertake an exercise as part of the assessment process. This could include providing answers to case studies for advice roles, making a presentation for a management role, or other appropriate activity.
- Following the interview process you will be contacted to inform you if we are making an employment offer or not. This verbal offer will be followed by a written confirmation subject to the receipt of satisfactory references and completion of ID and other checks as required for the role.
- Verbal feedback will be offered to candidates who are unsuccessful at interview but we do not provide written feedback.

## **Application form**

Complete the application form and return it to [jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk)

Return your form no later than the closing date referred to in the advert. There is no requirement to send a hard copy in the post.

If you need to submit your application by post or in another format because of a disability please contact us at [jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk) to make the necessary arrangements.

CVs will not be accepted as a substitute for 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 criteria for the role for which you are applying.

Please provide one example for each criterion. 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. Provide recent work examples wherever possible but examples from other

aspects of your life such as voluntary work, school or college experiences, can also be given.

## **Disability Confident Employer**

As an organisation that values equality, fairness and diversity, Citizens Advice Leeds encourages applications from candidates from all backgrounds. We are a Disability Confident Employer and signatories to the Mindful Employer Charter.

We commit to invite to interview all disabled applicants who meet the minimum (essential) criteria for the role. To opt into this scheme, please tick the relevant box on the application form. The essential criteria for the role are shown in the person specification. Please let us know if you have any access or adjustment needs as part of the recruitment process.

If you are invited to an interview we will ask you about any access needs or adjustments to the interview/assessment process that you may need. Please be assured we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment process, although we cannot guarantee to be able to meet all requests.

## **Shortlisting outcomes**

Shortlisted applicants will be invited for an interview. Some positions may require additional assessments (practical task/test) and information on this will be provided if you are invited to interview.

## **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. If you are invited to an interview you will be asked to provide evidence of your entitlement to work in the UK at that time.

## **Diversity Monitoring**

Citizens Advice Leeds encourages and welcomes 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 Leeds. 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.

## **References**

All job offers are subject to the receipt of two satisfactory references. One should be from your current or most recent employer (or your course tutor if you have just left 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 Leeds 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 Leeds but 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 requires a DBS disclosure, this will be noted in the job description.