



# Job Pack

## Gateway Services Assessor/Trainee

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

- Citizens Advice Leeds
- The national Citizens Advice service
- The job description/person specification and the team the role is within
- Benefits of working for Citizens Advice Leeds
- Our approach to equality and diversity
- The application process

### Timescale for applications:

- Closing date: 10am Monday 29th July 2024
- Interviews: From 12th August 2024 onwards

Applications received after this time and date will not be considered. Please also note that CV's are not accepted as part of the application process.

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 31st August 2024, you should assume you are not being invited to interview on this occasion.

### Applications should be sent to:

[jobs@citizensadviceleeds.org.uk](mailto:jobs@citizensadviceleeds.org.uk)



# Citizens Advice Leeds

Citizens Advice Leeds is a local charity working for a fairer society where people are free from the effects of poverty and injustice. We help individuals, families and communities by:

- Empowering people to exercise their legal and human rights and
- Campaigning for policy solutions to prevent and combat poverty and injustice

Citizens Advice Leeds is the largest provider of free and independent advice in the city, helping 30,000 people a year through telephone, online and face-to-face services delivered at over 20 locations citywide. We have around 60 employees and 40 volunteers at any time.

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.
  - o We deliver advice sessions in mental health services, GP surgeries, and children's centres and provide free access to interpreters;
  - o 32% of our clients are from racially minoritised groups;
  - o 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 Leeds

Citizens Advice Leeds is one of nearly 300 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 offices
- Advocating policy change based on evidence gathered from the service
- Managing the consumer advice service
- Co-ordinating Witness Services delivered in local courts.

# The role

<b>Job title</b>	<b>Gateway Services Assessor</b>
<b>Hours</b>	28 - 35 hours per week (please state preferred hours on application)
<b>Reports to</b>	Team Leader
<b>Location</b>	Leeds (Hybrid)
<b>Salary</b>	Trainee Scales points 7-12 (£24,294 - £26,421) pa Qualified Scales points 12-22 (£26,421 - £31,364) pa

## Main purpose and scope of job

This role involves working as part of our gateway assessment team. The post holder will undertake gateway assessments, via telephone, digital and face to face channels.

The Gateway Service Assessor will act as first point of contact, establishing the nature of the client's issue, providing information, signposting and/ or making referrals and where appropriate appointments with advice providers

## Duties and responsibilities

### 1. Service delivery

- 1.1. Carry out gateway assessment interviews and advice in accordance with Citizens Advice Leeds policies and procedures.
- 1.2. Ensure that interviews are undertaken in accordance with Citizens Advice membership standards and Citizens Advice Leeds policies and procedures.
- 1.3. Record statistical and case information in accordance with Citizens Advice Leeds procedures.
- 1.4. Signpost or refer clients to other services and organisations as appropriate.
- 1.5. Ensure the service is provided in accordance with contractual requirements and meets the agreed targets.
- 1.6. Work co-operatively with other (paid and volunteer) staff at Citizens Advice Leeds, to develop good relationships and raise awareness of the advice service.
- 1.7. Identify Research and Campaigns issues.
- 1.8. Assist with Research and Campaigns work by providing information about clients' circumstances through the appropriate channel.

- 1.9. Identify if there is any question of discrimination.
- 1.10. Be aware of the organisational procedures for dealing with actual and potential discrimination issues.
- 1.11. Use IT for recording interviews, document production, statistical recording and other information required for reports on the service.

## **2. Professional Development**

- 2.1. Develop and maintain Citizens Advice competences for the roles of Gateway Assessor.
- 2.2. Keep up to date with legislation, policies and procedures relating to gateway assessment work and attend appropriate training.
- 2.3. Attend relevant internal and external meetings as agreed with your supervisor.
- 2.4. Prepare for and attend supervision sessions.

## **3. Other duties and responsibilities**

- 3.1. Contribute to the monitoring and evaluation of the service.
- 3.2. Promote the aims and principles of the Citizens Advice Service.
- 3.3. Abide by and assist in the implementation of organisational policies and procedures including Health and Safety, IT, information assurance and equalities and diversity policies.
- 3.4. Present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Citizens Advice Leeds.
- 3.5. Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.

## Person specification – Gateway Services Assessor/ Trainee

	Essential	Qualified	Trainee
1	At least 12 months experience (in last 2 years ) of undertaking gateway assessment interviews or advice interviews on a regular basis or equivalent experience.	✓	
2	Thorough knowledge of advice subjects including benefits, housing and debt at a gateway assessment level.	✓	
3	Experience of engaging with clients / customers through face-to-face, telephone and digital channels.	✓	✓
4	Excellent IT skills with a thorough knowledge of Microsoft Office applications, including experience of using case management systems to carry out daily duties	✓	✓
5	Excellent decision making, organisational and problem solving skills	✓	✓
6	Good literacy and numeracy skills relevant to the role.	✓	✓
7	Positive approach to working in a team and contributing to wider organisation goals.	✓	✓
8.	Proven ability and willingness to meet appropriate targets, including organisational objectives and funder targets.	✓	✓
9	Ability to work flexibly to meet service targets and to participate in a rota to cover delivery.	✓	✓
10	Ability and willingness to travel for business purposes including service delivery, training and other events as required.	✓	✓
11	Proactive approach to personal development and the updating of skills and knowledge.	✓	✓
12	Professional work ethic: honest, conscientious, self-motivated and reliable.	✓	✓
13	Demonstrable commitment to Citizens Advice Leeds' values of fairness, equality and social justice.	✓	✓

	<b>Desirable Qualified</b>	<b>Qualified</b>	<b>Trainee</b>
14	Experience of providing generalist advice in one or more of the main enquiry areas.	✓	✓
15	Citizens Advice Certificate in Generalist Advice Work or QCF Level 2 Certificate in Supporting Legal Advice Provision.	✓	

# 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
- Defined contribution pension scheme
- Employee assistance programme with access to 24/7 telephone support
- Annual leave entitlement starting at 25 days p.a. (plus bank holidays) and increasing with long service
- Incremental pay awards
- We are a Disability Confident Employer and a Mindful Employer
- 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 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 a Mindful Employer and we are committed to showing a positive and enabling attitude to employees and job applicants with disabilities or mental health issues and our employee policies and benefits support that commitment.



# 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:
  - Job descriptions for current vacancies
  - Application form
  - 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 the interview but we do not provide written feedback.

## Application form

Complete the application form and return it by post or email 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.

CVs will not be accepted as a substitute for the application form, unless specifically stated in the advert.

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 or assessment centre) 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 application pack.