

Job Pack

Help to Claim Team Leader

Thank you for your interest in working at Leeds Citizens Advice & Law Centre (LCALC). In this job pack you will find information about:

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

Timescale for applications:

- Closing date: 10am Wednesday 19th August
- Interviews: From Wednesday 2nd September

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 15th September 2026, you should assume you are not being invited to interview on this occasion.

Applications should be sent to:

jobs@citizensadviceleeds.org.uk



Leeds Citizens Advice & Law Centre

Leeds Citizens Advice & Law Centre is a local charity working for a fairer society where people are free from the effects of poverty and social injustice. We help individuals, families and communities by offering free advice and representation and challenging systemic injustice.

We have deep roots in the local community, dating back to 1939 when we first opened our doors, and have been providing advice to Leeds residents ever since. Our status as a Law Centre is more recent, having joined the Law Centres Network in 2024, but is built on our long experience in working for social justice, locally and nationally.

Leeds Citizens Advice & Law Centre is the largest provider of free and independent advice in the city, helping 35,000 people a year through telephone, online and face-to-face services delivered at over 20 locations citywide. We have around 70 employees and 30 volunteers.

We deliver a wide range of advice services including:

- Generalist advice covering Benefits, Debt, Employment, Housing, Immigration and other social welfare law matters.
- Casework/legal advice in Benefits, Debt, Housing and Immigration.
- Outreach advice sessions for people experiencing mental health issues and for families with young children.
- Energy advice (addressing fuel poverty and energy efficiency).

Leeds CALC has strong partnerships with organisations in Leeds and across the region, working together to increase access to justice and strengthen the advice sector as a whole.

The Role: Help to Claim Team Leader

Location	Leeds (Hybrid)
Salary	NJC Scale points 23 - 25 pro rata £34,433 - £36,362 FTE (£20,660 - £21,817 pro rata)
Hours	21 Hours Fixed Term to March 2027
Reports to	Help to Claim District Lead/ Client Services Team leader

Main purpose and scope of job

The role of the Help to Claim Team Leader is to provide day to day management for front line services, including telephone and digital services across Leeds Citizens Advice & Law Centre (LCALC) and specifically the Help to Claim Team . The post holder will lead, coach and motivate their team to deliver quality client services.

The Team Leader will provide first line management support and supervision to the staff team and a key part of this role will be ensuring consistently accessible and high quality advice is provided to clients.

Duties and responsibilities

1. Service delivery

1.1 In conjunction with the District Lead and other Team Leaders you will:

1.1.1 Develop and implement procedures that will ensure effective and efficient advice services are delivered at LCALC.

1.1.2. Develop, implement and supervise systems for service delivery.

1.1.3. Ensure that the designated services are delivered in accordance with our policies and procedures and achieve 'Green' ratings in Citizens Advice quality of advice audits.

1.1.4. Ensure that service delivery targets and KPIs are met and organise rotas accordingly.

1.2 Develop and implement training and inductions with a focus on customer care and continuous improvement.

1.3 Ensure services are provided during advertised opening times and within agreed

time commitments.

- 1.4 Carry out regular service reviews, implementing improvements and changes as required.
- 1.5 Provide advice session supervision to staff and volunteers in accordance with LCALC procedures.
- 1.6. Undertake client work including follow-up and casework as required.
- 1.6.1 Take calls and webchats for the Help to Claim Service in order to provide cover when advisers are off in order to meet service KPIs.
- 1.7. Meet individual targets, set targets for the team and monitor performance.
- 1.8. Conduct quality checks on advice provided in accordance with LCALC procedures and ensure that a high standard of record-keeping is maintained.
- 1.9. In conjunction with Service Delivery Managers and other Team leaders take part in staff/ volunteer recruitment as required.
- 1.10. Work collaboratively with all LCALC departments and other Team Leaders to ensure quality services are delivered for clients.
- 1.11. Provide cover for other Team Leaders and deputise for Service Delivery Managers as required.
- 1.12. Authorise expenditure and disburse petty cash in accordance with LCALC policies.
- 1.13. Deal with complaints in accordance with LCALC procedures.

2. Paid staff and volunteer supervision

- 2.1. Line manage staff allocated to this post in accordance with LCALC policies and procedures including coaching, mentoring and setting targets and objectives.
- 2.2. Supervise volunteers allocated to this post, including trainees in accordance with LCALC policies and procedures, including coaching, mentoring and setting objectives.
- 2.3. Through supervision identify the training needs of staff/ volunteers and agree appropriate training and development objectives.

3. Professional Development

- 3.1. Keep up to date with legislation, policies and procedures relating to advice and attend appropriate training.
- 3.2. Develop and maintain Citizens Advice competences for the roles of Adviser, Advice Session Supervisor, and Training Supervisor.
- 3.3. Attend relevant internal and external meetings as agreed with the line manager.
- 3.4. Participate in organisational initiatives to develop and improve services.

- 3.5. Identify your own training needs and agree with line manager training and development activities to be undertaken.
- 3.6. Prepare for and attend supervision sessions.

4. Other duties and responsibilities

- 4.1. Maintain professional relationships with local agencies in order to further good quality of advice and research & campaigns work.
- 4.2. Provide reports for managers as required.
- 4.3. Participate in rota for opening/ locking up premises.
- 4.4. Abide by and assist in the implementation of organisational policies and procedures including Health & Safety, IT, information assurance and equalities and diversity policies.
- 4.5. Present a professional appearance, help maintain an orderly working environment and act at all times to uphold the good reputation of Leeds Citizens Advice & Law Centre.
- 4.6. Contribute to the day to day running of the premises where the services are provided.
- 4.7. Promote the aims, policies and membership requirements of the Citizens Advice service.
- 4.8. Undertake any other reasonable duties as may be required from time to time to ensure the smooth running of the organisation.

Person specification – Help To Claim Team Leader

		Essential	Desirable
1	Recent experience of delivering generalist benefit advice, working to Advice Quality Standards. (In last 3 years)	✓	
2	Thorough knowledge of Welfare Benefits at a generalist level.	✓	
3	Knowledge of Universal Credit and its processes.	✓	
4	Thorough Knowledge of other generalist subject areas e.g. housing, debt, employment etc.		✓
5	Experience of engaging with clients through telephone and digital channels.	✓	
6	Proven ability and willingness to meet appropriate targets, including organisational objectives and funder targets.	✓	
7	Certificate in generalist advice work or equivalent qualification. Or equivalent level of experience and skills in advice work	✓	
8	Experience of line management of staff and/or formal supervision of volunteers including performance management, setting objectives, identifying training needs and mentoring	✓	
9	Recent experience of conducting quality checks/ file reviews, assessing quality of advice and giving feedback in line with organisational procedures.	✓	
10	Excellent IT skills, including experience of using case management systems to carry out daily duties	✓	
11	Experience of Google Workspace		✓
12	Evidence of MAS Accreditation - advice work, casework and court representation levels		✓
13	Ability to work under pressure to meet deadlines.	✓	
14	Excellent decision making, organisational and problem solving skills	✓	
15	Good literacy and numeracy skills relevant to the	✓	

	role.		
16	Positive approach to working in a team and contributing to wider organisation goals.	✓	
17	Ability to work flexibly to meet service targets and to participate in a rota to cover delivery (8am-6pm).	✓	
18	Ability and willingness to travel for business purposes including, training and other events as required.	✓	
19	Proactive approach to personal development and the updating of skills and knowledge.	✓	
20	Professional work ethic: honest, conscientious, self-motivated and reliable.	✓	
21	Demonstrable commitment to Leeds Citizens Advice & Law Centre's values of fairness, equality and social justice.	✓	

Benefits of working for Leeds Citizens Advice & Law Centre

Leeds Citizens Advice & Law Centre 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
- Located in the city centre, directly opposite the Combined Courts centre, with good transport links

Our commitment to equality and diversity

Leeds Citizens Advice & Law Centre 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.

Leeds Citizens Advice & Law Centre 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 on the *Working for us* page. On this page you will find:
 - Job descriptions for current vacancies
 - Guidance on how to apply
 - Application form
 - Diversity monitoring form
- When you have filled in the application form please email it to us at jobs@citizensadviceleeds.org.uk
- You should also complete the anonymous diversity monitoring form on the *Working for us* page of our website
- 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.
- Feedback will be offered to candidates who are unsuccessful at the interview.

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, Leeds Citizens Advice & Law Centre 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

Leeds Citizens Advice & Law Centre 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 Leeds Citizens Advice & Law Centre. 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 the interview.

Criminal convictions

Anyone who applies to work within Leeds Citizens Advice & Law Centre 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 Leeds Citizens Advice & Law Centre 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.