

**Administrator**

Job Pack

Thank you for your interest in working at the Citizens Advice service that supports residents across Stockport, Oldham, Rochdale and Trafford. This job pack should give you everything you need to know to apply for this role and what it means to work for the Citizens Advice service.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* How the Citizens Advice network works
* Information about the organisation, team and the role
* The role profile and person specification
* The benefits of working for the organisation
* Our approach to equality and diversity

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| **Want to apply for the role?**If you want to apply for this role, please complete the accompanying application pack, outlining your suitability for the role against the person specification before sending to apply@penninewest.cab or by post to:Facilities Manager, Citizens Advice, 1-2 Ascroft Court, Peter Street, Oldham, OL1 1HP |

** Our values**

**We’re inventive.** We’re not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone**.**

**We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

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|  | **3 things you should know about us** |

## We’re local

We have offices based in Stockport, Oldham, Rochdale and Trafford with outreach across the four Boroughs. In 2018 supported nearly 35,000 clients, dealing with over 74,500 issues.

## We’re here for everyone

Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won’t turn people away.

## We’re listened to - and we make a difference

Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

 **Overview of Citizens Advice**

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| Both Citizens Advice Stockport and Citizens Advice Pennine West (a group structure comprising Citizens Advice Oldham, Rochdale and Trafford) are a member of the Citizens Advice service nationally which is made up of a network of around 300 local Citizens Advice members.Citizens Advice nationally is a charity which includes 800 national staff working in one of our 6 offices or as homeworkers or as part of the Witness Service from over 240 courts across England and Wales 3000 Witness Service volunteersLocal Citizens Advice are all independent charities, delivering services from over 600 local Citizens Advice outlets over 1,800 community centres, GPs’ surgeries and prisons.The network does this with 6,500 local staff over 23,000 trained volunteersOur reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live. |  |

 **How our Local Citizens Advice works**

Citizens Advice Stockport, Oldham, Rochdale and Trafford work collaboratively to deliver advice services across these 4 boroughs within Greater Manchester. As a collective, we help more than 22,000 people a year fight for their rights and get back on their feet. We also tackle the root causes of social problems by campaigning for new laws, policies and solutions.

We’re a hard working and determined local service that puts quality and achieving successful outcomes for our clients at the heart of all we do.

**Advice giving**

We provide advice and support through a tiered service based on the level of complexity and clients’ vulnerability.

**Level 1** - The first point of access to our services.

* An emergency triage telephone service identifies priority need and connects the client to the appropriate support to help them resolve their issues.
* Digital advice hubs (Stockport, and soon to be introduced in Rochdale and Trafford) provide digital advice coaching support to clients to help them access the help they need online.

**Level 2** - Telephone and face-to-face general level help is provided for clients with more challenging advice issues or needs.

**Level 3** - Specialist casework in Money advice (all boroughs), Welfare rights (Rochdale and Oldham) and Housing (Rochdale and Oldham) is available for our most vulnerable clients / to support with particularly complex issues.

We deliver our advice services from 4 central locations as well as a number of outreach venues across each borough, such as libraries and sure start centres.

Our central locations are:

* Fred Perry House, Stockport
* Ascroft Court, Oldham
* 1 Waterside, Sale
* No1 Riverside, Rochdale

 **The team**

The role you’re applying for is **Administrator** which is managed by the **Facilities Manager.**

The role will be based primarily in our Trafford office, with travel to our other sites across Greater Manchester as needed.

We couldn’t achieve the many fantastic outcomes that improve our clients’ lives without the dedication and determination of our team. We currently have a shared team of 66 paid staff supported by 120 volunteers in a variety of roles including volunteer trustees who provide strategic oversight and governance.

 **Role profile**

Administrator

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| **Job role** |
| Reports to | Facilities Manager |
| Location | Sale Waterside, Trafford with travel where required across Greater Manchester |
| Hours | 25 per week |
| Salary  | £11,479 (actual based on 25 hours p/w)  |

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| Role context and purpose |
| A collaboration of Citizens Advice Stockport, Oldham, Rochdale and Trafford delivers services across four Greater Manchester boroughs, supporting over 22,000 clients with over 77,000 issues. Ensuring we have the right people, well trained and supported in their roles, is essential for us to deliver high-quality services for all our stakeholders; – our partners and funders who commission our services, our team members who rely on each other’s support to deliver, and crucially, for the clients who need our help.We are looking for an experienced administrator to become part of our team, and are looking for someone who is confident in their ability to enable the smooth running of a busy office through assisting with a full range of administrative tasks so that our office functions are as efficient and effective as possible.To succeed in your application, you will need the skills and abilities to achieve results as an efficient administrator with excellent customer service reception skills.  |

# Role profile

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| **Key accountabilities** | **Key elements & tasks** |
| 1. Reception / Customer Service | • Receive clients and other visitors, both face to face and via telephone.• Ensure the highest standard of consideration and respect to all customers of the Citizens Advice service, including clients, volunteers, colleagues and funders.• Provide information to clients on the service • Keep clients informed of approximate waiting times • Inform advisers of the order of clients and allocate interview rooms as appropriate |
| 2. Administration | • Use photocopier, fax and other office machines as appropriate. • Record and distribute incoming post, and prepare outgoing mail for despatch. • Scan documents to Casebook and attach to client records where necessary. • Take post to the post office.• Ensure that office systems; fax/post etc. are complied with in accordance with the procedures outlined in the Citizens Advice Quality Manual. • Create and maintain filing systems in accordance with the bureau's systems and procedures. • Maintain stocks of leaflets and posters, and order from suppliers. • Display leaflets and posters in the general office, waiting room and interview rooms. • Maintain and order stationery supplies. • Answer the telephone and refer calls or take messages as per customer care criteria and pass to appropriate staff member.• Send and respond to email.• Search / record basic client details on case as required.• Maintain appointments calendar and work records • Update Casebook notes where appropriate • Maintain records of documents and files that are stored at storage facility. • Logging and recording client referrals to specialist teams as appropriate• Remote administrative duties for our other offices as and when required• Sending of appointment reminders to clients |
| 3. Meetings | • Attend meetings and take notes for minutes. |
| 4. Team working | • Attend and participate in Team and departmental meetings. • Maintain effective liaison with colleagues  |
| 5. Learning and Development | • Identify and undertake learning and development in order that knowledge and skills are maintained.• Actively participate in regular support and supervision meetings with the designated supervisor/manager. |
|  6. General | • Carry out any other tasks, on request, which may be within the scope of the post to ensure the effective delivery and development of the service.• Help to arrange events • Abide by health and safety guidelines and share responsibility for own safety and that of colleagues • Any other relevant administrative and support duties required to ensure the smooth running of the bureau • Ensure that work undertaken reflects and supports the Citizens Advice services equality and diversity strategy• Work cooperatively with colleagues and encourage good teamwork, clear lines of communication and common practices within the bureau team. |
| Please note that this job description does not constitute a term and condition of employment. It’s provided only as a guide to assist an individual in the performance of the job and is not included to be an inflexible list of tasks.The Citizens Advice Service is a fast moving organisation and therefore an employee’s duties may be varied from time to time. The post holder accepts that they may be required to work flexibly and undertake any other work or duties as may reasonably be required, within the scope of and commensurate to the nature of the post. |

# Person specification

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| **Essential** |
| Previous reception and administrative experience, either in a paid or voluntary capacity. |
| Ability to provide administrative support and to maintain office systems |
| Excellent interpersonal skills and a commitment to the highest standards of customer service. |
| Ability to monitor and maintain own standards |
| Ability to plan and organise own work to meet deadlines under pressure |
| Good verbal communication skills, including the ability to deal appropriately with a range of people both face-to-face and by telephone |
| Ability to write clearly and accurately, including drafting routine correspondence, and taking notes of meetings |
| Proven ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively. |
| A good, up to date understanding of equality and diversity and its application to the provision of advice |
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| **Requirements of the role** |
| Ability and willingness to work as part of a team and a commitment to collective team responsibility. |
| Flexible and adaptable approach to work |
| Understanding of, and commitment to, the aims, principles and values of the Citizens Service in which equality and diversity is embedded throughout. |
| Proven ability to use IT packages and the ability to use or learn to use new packages as necessary. |
| Awareness that Citizens Advice clients are at the heart of everything we do. |

** Terms and conditions**

**1. SALARY:** As advertised

**2. ANNUAL/TOTAL LEAVE**

Annual leave is 25 days per annum plus bank holidays and your birthday from 1st April to 31st March. This will increase by 1 day each year for the next 5 years (30 days maximum). Pro -rata for part time employees.

**3. PENSION SCHEME**

The organisation provides a workplace pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

**4. LEARNING AND DEVELOPMENT**

We are actively committed to the learning and development of our staff. This will mean that training for your current job, and future career developments relevant to our service will be provided and you will be encouraged to take an active role.

**5. DISCLOSURE AND BARRING SERVICE CHECKS** **(DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

**6. EQUALITY AND DIVERSITY**

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

**7. DIGNITY AT WORK**

We are committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

**8. PROBATIONARY POLICY**

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice’s discretion, an extension of the probationary period up to a further three months.

**9. POLITICAL IMPARTIALITY**

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

**10. LOCATION**

 As advertised

**11. EMPLOYMENT STATUS**

 As advertised

**12. FLEXIBILITY**

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

 **13. HOURS OF WORK**

As advertised

Normal full time working hours are 8:30 - 5:30, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

** What we give our staff**We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means working in a supportive, collaborative team and getting access to many benefits.

# **Equality and diversity at Citizens Advice**

We are fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

**We judge the application, not the person.** The selection panel won’t see your personal details. This makes sure each person’s response is judged on its merits and not on their background.

Our commitment to equality runs through everything we do - read the [Citizens Advice Stand up for Equality Strateg](https://www.citizensadvice.org.uk/Global/CitizensAdvice/Equalities/CAB337_Equality_strategy_text_FINAL.pdf)y to find out more.

**Guidance: Submitting an application**

# The application process

### Stage 1

To apply for this position, you are required to complete the application form, this will be screened against the role description and person specification.

This is a key part of the process which allows you to provide evidence of your experience, knowledge, skills and abilities that are relevant to the role as described in the role profile.

Your application form and equal opportunities form (where you are happy to complete this) should be returned by post or email, as a Word / pdf document, no later than the closing date referred to in the advert.

By post please send to: **Facilities Manager, Citizens Advice Oldham, 1-2 Ascroft Court, Peter Street, Oldham OL1 1HP**

By email:**apply@penninewest.cab**

## Stage 2

If successful at stage 1, you will be invited to a face-to-face interview where you will complete a formal interview and a task relating to the duties of the role.

**Disability**

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

**Diversity Monitoring**

Our service 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. 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.

**GDPR: How we will use your information**

The information you provide on this form will be used to help us decide whether to recruit you as a member of staff – this is our ‘legitimate interest’ under data protection law. It will only be seen by staff involved in the recruitment process, and will be stored securely.

If you are recruited we will retain your contact information in order to involve and support you. We will also collect additional information, such as next of kin details, and over time, records of training, support meetings and where relevant, appraisals. Again, it will be kept securely and only those people who need to see your information in order to involve you will have access to it.

All use of applicant’s information will be relevant to their involvement, and may include:

* Contacting applicants when necessary
* Making reasonable adjustments to improve accessibility
* Monitoring statistical details of our applicants
* Providing ongoing support to applicants
* Addressing problems or complaints

You have legal rights over your data, including access to it, and the right to ask that it is corrected, restricted or deleted. There is more information on these rights on the Information Commissioner’s Office website: [www.ico.org.uk](http://www.ico.org.uk)

Please also see our [privacy policy](https://www.casort.org/privacy-policy).

**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 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 our service – 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. As the post will not specifically be working with vulnerable clients a DBS disclosure is not applicable to this post.

**We look forward to receiving your application**

We wish you every success in your application, and thank you for taking the time to consider joining us.

# **Free, confidential advice.**

# **Whoever you are.**

We help people overcome their problems and
campaign on big issues when their voices need
to be heard.

We value diversity, champion equality, and
challenge discrimination and harassment.

We’re here for everyone.



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Citizens Advice Pennine West is an operating name of Pennine West Citizens Advice Bureau Limited. Registered charity number 1171817. Registered office: 1-2 Ascroft Court, Peter Street, Oldham, OL1 1HP.

Citizens Advice Oldham is an operating name of Oldham Metropolitan Citizens Advice Bureaux Limited. Registered charity number 519868. Registered office: 1-2 Ascroft Court, Peter Street, Oldham, OL1 1HP.

Citizens Advice Rochdale is an operating name of Rochdale & District Citizens Advice Bureau. Registered charity number 701212. Registered office: 104-106 Drake Street, Rochdale, OL16 1PQ.

Citizens Advice Trafford Registered charity number 1102003. Registered office: 1 Waterside Plaza, Sale, M33 7BS.

Citizens Advice Stockport is an operating name of Stockport & District Citizens Advice Bureau Limited. Registered charity number 1097101. Registered office: Citizens Advice Stockport, Fred Perry House, Edward Street, Stockport, SK1 3XE