

Job pack

Thanks for your interest in working at Citizens Advice in West Sussex (North, South, East) (CAWS). This job pack should tell you everything you need to know to apply for this role and what it means to work at CAWS.

In this pack you’ll find:

* Our values
* 3 things you should know about us
* Information about our team(s)
* The benefits of working at CAWS
* Our approach to equality and diversity
* Guidance on completing your application

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| **Want to chat about this role?**If you’d like to chat about the role, please contact Recruitment@Westsussexcab.org.uk |

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|  Our values – check our local values **We’re inventive** - We’re not afraid of trying new things and learning 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 |

1. CAWS is a registered charity and is a member of the Citizens Advice service. CAWS has six main advice centres in Crawley, Horsham, Haywards Heath, East Grinstead, Shoreham-by-Sea and Worthing, as well as several other locations across the community.
2. 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.
3. 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.
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 How Citizens Advice works

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| Citizens Advice in West Sussex FINAL blue on whiteThe Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members, of which CAWS is one. CAWS has :* Over 50 staff working in one of our 6 offices.
* 270 volunteers

We give general advice on benefits, debt, housing, employment, immigration, consumer issues and more. We also deliver a number of advice, casework and community engagement projects including:* Macmillan Welfare Rights specialist casework for people with cancer
* MASDAP – Money Advice and debt service
* Homelessness prevention projects
* Help to Claim- Universal Credit
* Crawley Connects advising migrant communities
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 Find out more

Here are 3 ways you can find out more about us

* Citizens Advice - for everyone, for 80 years
* [Beyond the job pack](https://youtu.be/oGmXhytXPQU): A short video with staff and volunteers describing what they love about CAWS

 About us

CAWS gives free confidential advice online, over the phone and in person. Through our national network, we give people the knowledge and confidence to find their way forward – whoever they are and whatever their problem. We are passionate about advice and know it can change lives so our users and their families thrive.

In 2019-20 we helped over 33,000 people face to face, over the phone, by email and webchat as well as visiting our webpages. We help with everything from money issues to problems at work, housing to consumer rights.

Our users at the heart of what we do, by being accessible and providing a flexible multi-channelled routes to meet the needs of our clients. We work hard to make our journey seamless between channels but also between the services we provide.

We are committed to making a difference and ensuring everything we do has impact. Our advisors are in a unique position to identify how systems could improve and use our casework to offer insight and change.

We strive to continuously improve because we believe our users, funders, partners, staff and volunteers all deserve the best we can be. Our teams work together, they are problem solvers committed to working together in an inclusive environment. We welcome applications from disabled, LGBTQ+, non-binary, Black, Asian and Minority Ethnic (BAME) candidates. . We also welcome applications from, LGB and Trans and non-binary candidates.

We have made a positive commitment to employing disabled people and guarantee to interview all disabled candidates who meet the minimum essential criteria for the role as set out in role profiles.

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.

 Job Description

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| Role  | Executive Assistant |
| Reporting to  | Chief Executive Officer  |
| Salary and Contract  | £25,000 per annum (dependant on experience)Fixed term contract until 30/04/2022 |
| Location | Horsham, West Sussex (Blended homeworking considered) |
| Team overview | This role is working with the Chief Executive and working flexibly to support the wider Management team. |
| Role overview | This role will provide administrative support to ensure teams are delivering key business tasks including transitioning to new ways of working due to Covid-19. |
| Main responsibilities | Key elements/Tasks |  |
| Main Duties  | * Support the Chief Executive Officer with the development of key business documents including the organisations strategic business plan, researching, preparing reports and briefings.
* Provide administrative support to the Chief Executive Officer including managing diary and task lists, organising internal and external meetings, prepare agendas, take notes and ensure actions are completed, responding and liaising with stakeholders.
* Act as a point of contact for key stakeholders including funders and elected officials.

 * Lead and support others with the updating, co-ordinating and publishing the organisations policies and procedures, working with others to ensure we can evidence compliance.

 * Prepare high quality written reports for a range of audiences and business cases including the use of visuals and data analysis when needed.
* Ensure governance and compliance is met with our membership and quality requirements, the charity commission, FCA including ensuring Trustee committee meetings are organised, actions taken, returns are made, papers filed correctly and governance support offered when needed.
* Support the Chief Executive with monitoring delivery of business and team plans, working with leads to ensure plan objectives are being met and evidenced.

 * Support the Chief Executive Officer and wider Management Team with business tasks including recruitment and other needs identified by the Chief Executive.

 * Support with training, inductions and supervision of new staff or volunteers as identified.
* Maintain accurate records and ensure systems are up to date and procedures followed.
* Demonstrate a commitment to equality, diversity and inclusion in own work and others.
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| Training and Development | * Undertake training to meet our mandatory and core knowledge and skills including safeguarding, equality, diversity and inclusion.
* Identify own learning needs and undertake development opportunities.
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| Other Duties & Responsibilities  | * Comply with health and safety guidelines and share responsibility for own safety and that of colleagues.
* Compliance with GDPR and data protection.
* Any other relevant administrative and support duties required to ensure the smooth running of the Citizens Advice services.
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 Person specification

**Essential knowledge and experience**

* Experience of providing administrative support at a senior executive level
* Experience of working with external stakeholders and managing relationships
* Excellent knowledge of Microsoft Office and experience of using IT systems including outlook email and diaries, Word, Excel, PowerPoint, video conferencing platforms and supporting others
* Experience of effectively researching and writing business cases and reports to reach a range of audiences and communicate desired outcomes
* Experience of working with senior leaders to ensure business objectives and tasks are completed on behalf of an executive leader
* Experience of organising and managing meetings between multiple stakeholders including managing diaries, taking notes and monitoring actions
* Experience of writing, working with and organisational compliance to policies and procedures.

**Essential skills and behaviours**

* Excellent negotiation and communication skills, both in writing and verbally
* A problem solver, able to create and follow processes but with an attention to detail
* Excellent team player but also able to work independently so multiple tasks are completed.
* Willingness to support others and work flexibly and at short notice to respond to the needs of the team
* Excellent organisation skills, able to manage conflicting priorities and meet deadlines
* A demonstrable commitment to the aims of Citizens Advice, Equality Diversity and Inclusion

**Desirable**

* Working in a charity sector and Trustee Board
* Experience of project or programme management

**Qualifications**

* Excellent knowledge of Literacy and Numeracy appropriate to the role.

 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 CAWS means getting access to many benefits.

* **A commitment to your development**

We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.

* **Employee assistance programme**

Everyone working at CAWS has immediate access to professional and completely confidential counselling and legal advisory services.

* **Support when things in your life change**

 We’ll be there for you with options for flexible working, career breaks, and support for parents and carers.

You can find out more about what we offer our employees [on our website](https://www.advicewestsussex.org.uk/about-us/jobs/)

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|  | Equality and diversity at CAWS  |

Citizens Advice is 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 will provide reasonable adjustments and accessibility to disabled candidates to support equality.

* We judge the application, not the person. This means we look at how you meet the person specification.
* We offer a guaranteed interview scheme. If you have a disability and your application meets the minimum criteria for the post, we’ll interview you for it.
* We’re a Disability Confident employer. We’re committed to changing attitudes towards disability, and making sure disabled people.
* We’re committed to Equality and Diversity. This means we’re committed to progress on ending discrimination due to age, disability, gender, race, religion and belief, sexual orientation and equality and human rights.

Guidance for applicants

**Application form alternative formats**

If you need this information or any of our job application forms in an alternative format, for example, large print, audiotape, Braille or Easy Read, please contact us on 01903 252699 or Recruitment@westsussexcab.org.uk.

We are happy to receive applications in alternative formats.

**Important note**

The application form plays a key part in our recruitment and selection process. We use the information you provide 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 for the role for which you are applying. Incomplete applications are unlikely to pass shortlisting.

Please read this document for guidance on how to complete the form.

**Disability**

We have made a positive commitment to employing disabled people and guarantee to interview all disabled candidates who meet the **minimum essential criteria** for the role as set out in the role profile and person specification.

If you wish to apply for consideration under the Guaranteed interview scheme, please complete the appropriate section on the application form.

You can also use this section to let us know if you require any adjustments to be made to the shortlisting process or to provide any information you wish us to take into account when 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.

**Instructions on how to complete the Supporting information page:**

**Information, experience, knowledge, skills and abilities section of the application form**

This is a key sectionof 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 profile.

**Selection is based on an assessment of the evidence you provide against the 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 requirement. No assumptions will be made about your achievements and abilities. Do not send a CV unless told to do so, if you do not address the person specification you are unlikely to demonstrate you meet the minimum criteria.

Please provide one example for each requirement in the person specification (found in the job pack). 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 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.

**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 in West Sussex does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Diversity monitoring**

Citizens Advice in West Sussex 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 CAWS. 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 pick ‘prefer not to specify’

**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/)

If you have any questions about the use of your data, please contact the Recruitment Team by emailing: Recruitment@Westsussecab.org.uk

**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 either with the application pack or further details will be provided if you are shortlisted. Unfortunately due to the volume of applicants we may not be able to reply back to everyone who is unsuccessful.

**References**

All job offers are subject to the receipt of two satisfactory references: one of these should be your present or most recent employer, the other could 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 post applied for.

**Health declaration**

All job offers will be subject to medical assessment. If you are successful at interview, we will ask you to complete a confidential medical questionnaire which will be screened by our independent occupational health provider.

The health questionnaire is not viewed by Citizens Advice staff and is sent directly by applicants who have been offered employment to our occupational health provider. The advice they give us will not identify specific health problems.

**Complaints procedure**

Any applicant who considers that they have been unfairly treated or discriminated against should be advised to contact the HR Officer, in writing, or by email, as soon as possible. Complaints received within one month will be taken seriously and investigated promptly and sensitively by the HR Officer who will advise of the outcome. This does not affect your legal rights.

**Email**: Recruitment@westsussexcab.org.uk

**Address:**
HR Officer

Worthing Town Hall

Chapel Road

Worthing

BN11 1HA

**Please note, subject to the volume of applicants, applications may close early at the discretion of CAWS.**