citizens advice in West Sussex North South East

Job Pack



For the Community,
By the Community

disability confident COMMITTED

Who we are



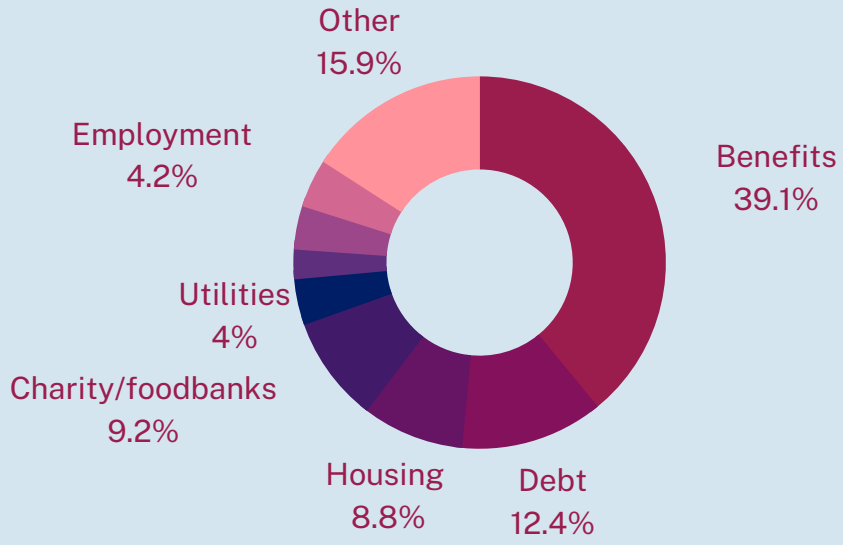
Citizens Advice in West Sussex (North, South, East) is an independent charity and member of the Citizens Advice Network. We provide independent, free and confidential advice to the public on the problems they face. We support over 30,000 people a year on more than 80,000 problems.

We deliver support through our community volunteers (200) ensuring we are placed as a local charity, alongside paid staff (74). We have 6 offices across West Sussex ando outreach (15+) advice as well as pop ups. We deliver through all main channels including telephone, email, webchat, in person and increasingly via video.

We are committed to equity, diversity and inclusion which underpins all of the work we do.

What we do

At Citizens Advice in West Sussex (North, South, East), our ambition is to provide high quality information, advice and advocacy to ensure our communities can live without inequalities and thrive; using our expertise and client voices to improve the system.



In 2022 ...

35,781
People supported by us

103,718
problems advised on

10.5 million extra money for residents

29,000 advice calls taken

50 new volunteers

18,000 emails sent to clients

4 new projects

35,000 monthly website views

16 community locations

120,000 people reached through social media

8 OUT OF 10
People felt better after their advice from us

All the wonderfully thoughtful, caring, kind, supportive, friendly, talented and professional people that work and volunteer here.

All the different human beings who walk through our doors or contact us...

These are the people that make CAWS such a special place.

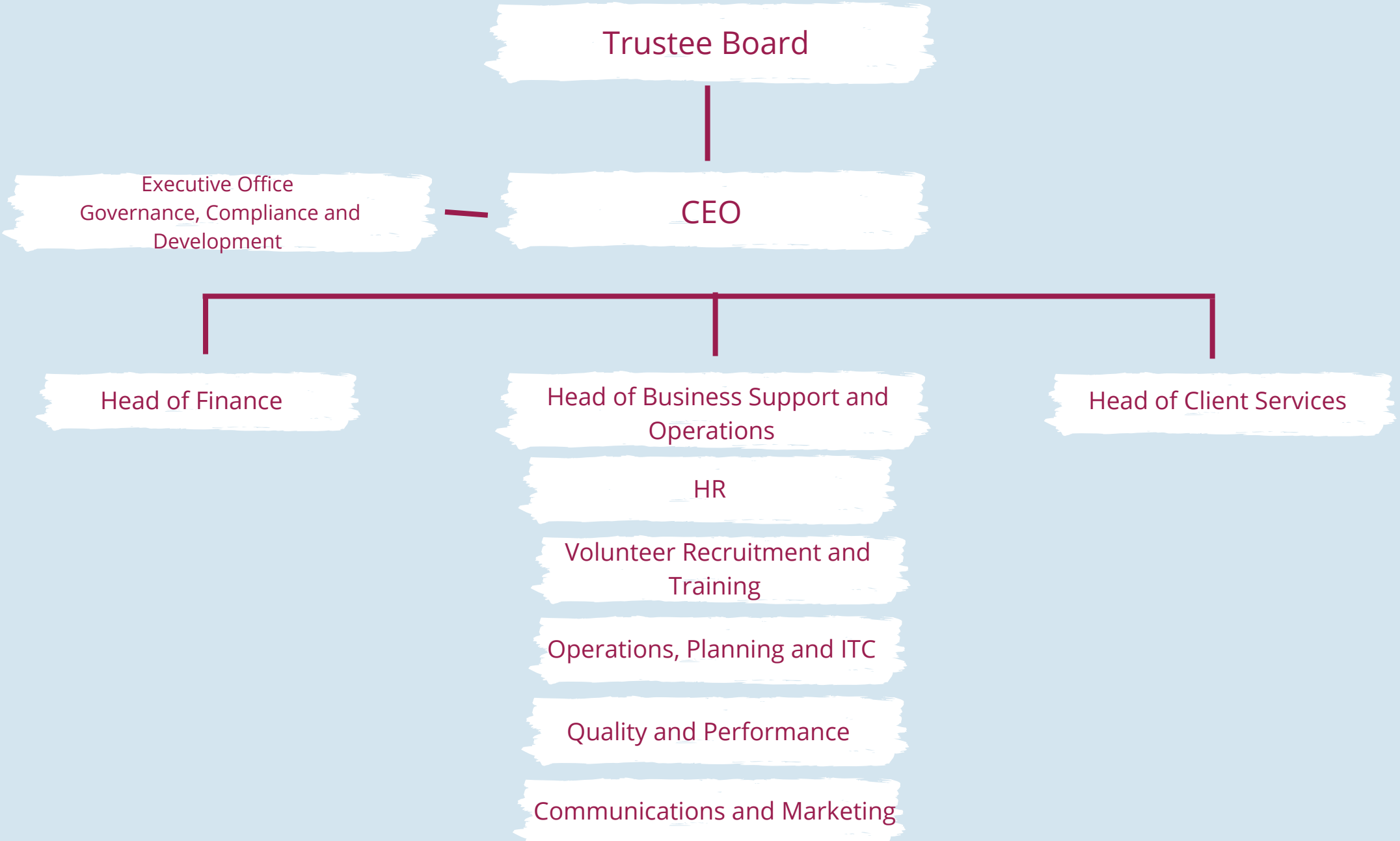


Our vision, mission and aims

- People trust us and know they will receive the right help when they need it.
- Communities where inequalities are reduced and they thrive.
- Our insight and expertise improve the way the system works.
- Partners respect and want to work with us.
- People enjoy being a part of the CAWS vision and work together to make a difference.
- We are brave and innovative, striving for high quality and trying new ways.
- People are at the heart of everything we do.



Our Organisation Strucutre



Working for us

West Sussex is a diverse and amazing County to work in; from bustling towns and shopping in Crawley and Worthing, to towns and villages in Mid Sussex, to the coast and sea front views of Worthing and fishing boats in Shoreham. **Across all of our locations, no two days are the same.**

We have a range of paid roles in the organisations, often dynamic and hands on. We have an extensive training data base with a range of online courses to cover your role and development such as leadership packages.

As an employer, we are committed to continuous development and will explore external options and apprenticeships to support your career aspirations.

At Citizens Advice, we recognise the positive value of diversity, promoting equity and celebrating inclusion. We welcome and encourage job applications from people of all backgrounds.

We support flexible working from your first day and will seek to support requests where we can accommodate it, subject to our funding and service delivery requirements. Many staff members mix hybrid working and flex to have longer lunch breaks or half hour personal time to catch up on day to day tasks.

We are a disability confident employer and guarantee interviews for candidates who meet the essential criteria.

