



Charity Registration Number 1153582
Company Registration number 06150651

Citizens Advice Essex

Suite 4, Town Hall
Ingrave Rd
Brentwood
CM14 9PJ

Dear Applicant

Thank you for your interest in this role.

HOW TO APPLY:

The job application pack is enclosed

CVs will not be accepted. No agencies please. Only shortlisted candidates will be contacted.

Closing Date: 19th February 2020

Interview Date: Week commencing 24th February 2020

For an informal and in confidence discussion about the role, please contact Martin Lord, Director of Development on 077422 31152 or by emailing jobs@citizensadviceessex.org.uk.

APPLICATION PACK

Job Pack

Application Form

Application Form Guidance

We strongly advise that you read the Application Form Guidance before completing the Application Form

WORKING FOR CITIZENS ADVICE ESSEX: The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

Yours Sincerely

A handwritten signature in black ink, appearing to read "David J Pickles".

David J Pickles
Chair Trustees



Marketing and Administration Officer – Warm Homes Essex

Job pack

Thanks for your interest in working at Citizens Advice Essex.

This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Essex
- The role profile and personal specification
- Terms and conditions
- What we give our staff

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.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

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.

How Citizens Advice Essex works

Citizens Advice Essex is a consortium charity – representing the interests of the network of local Citizens Advice charities operating in Essex, Southend and Thurrock. Together, and as members of the Citizens Advice network (requiring compliance with organisational and service delivery standards), we support over 48,000 clients per year and provide over £100million of public value. This is only possible as a consequence of the dedication and skills of over 800 staff and volunteers working for the service locally.

This position will be directly employed by Citizens Advice Essex to provide a central contract management, monitoring and referral function. In essence it is to support each of the local Citizens Advice contributing to the “Warm Homes” project in fulfilling their obligations, in order to ensure the overall success of the project.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

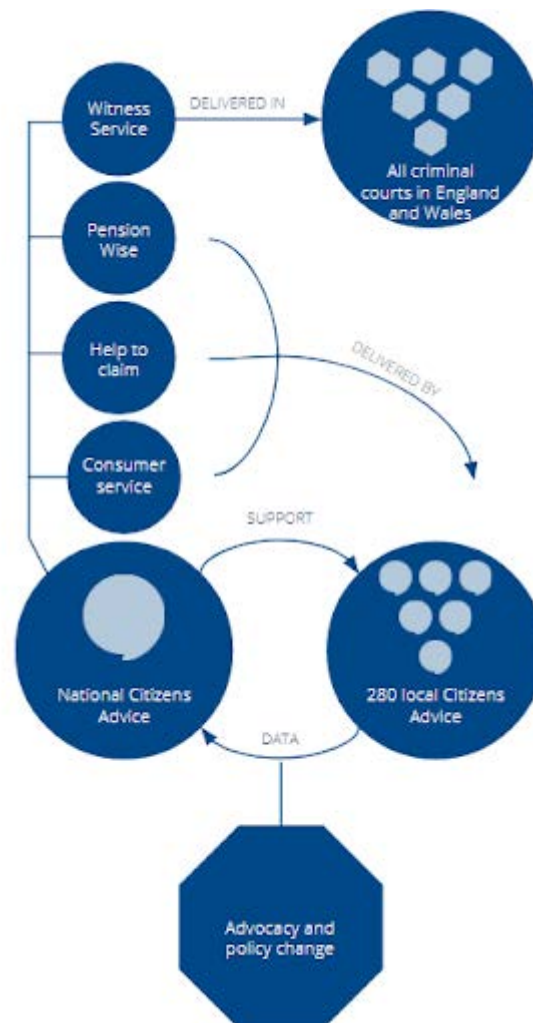
This role sits our network of independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30-minute drive of where they live.





The role

This post is to support the startup, development and delivery of an ambitious new project led by Essex County Council. “Essex Warm Homes” will be chiefly delivered by the Citizens Advice service in the county with support from a range of partners.

Funded by National Grid’s Warm Homes Fund it will improve the health and wellbeing of local residents through the delivery of an intensive advice and casework service that addresses the needs of people living in cold homes; particularly vulnerable individuals and families and on referral from health, voluntary and statutory partners.

The focus will be on providing welfare benefits advice and income maximization, initial debt advice and crisis responses, energy efficiency advice and support to access measures to address cold home including the arranging and assurance of provision of additional support from partner agencies working as part of a wider delivery partnership.

The postholder will be expected to provide strong central administration to the project supporting oversight of systems and processes established to support a Single Point of Access for the project. The postholder will also support delivery of marketing and communications and in supporting the delivery of a joint marketing and communications plan.

The postholder will also provide administrative support to a central training and practitioner development function, helping to set up practitioner conferences and related activity.

This role is may be suitable for Job Share applicants.



Role profile

Pay scale: up to £16,905 (actual)

Hours: 30 hours per week

Contract: Fixed term till March 2022

Responsible to: Project Manager

Location: At a Citizens Advice office within Essex and to be agreed with the postholder

Project Management Support

- Acting as a day to day point of contact to project partners.
- Supporting maintenance all project performance mechanisms including generating and interrogating reports using the Citizens Advice “casebook” system and other processes established to support project reporting.
- Support identification and management of emerging risks to the project.
- Support project governance – arranging meetings and taking minutes and updating project dashboards, risk registers and other documentation.

Referral handling

- Receive and respond to enquiries and log these in accordance with agreed protocols. Receive referrals and equivalently ensure these are logged and actioned – liaising directly with relevant LCA if necessary, depending on urgency of referral.
- Acting as a representative for Citizens Advice Essex and the wider network – ensuring confidence amongst stakeholders and partners.

Budget Management

- In liaison with internal financial support, and by timely exchange of information between Citizens Advice Essex and its partners to support the project manager in project budget management and financial matters, ensuring funding use forms can be properly documented and reconciled.

Practitioner Development

- To support the arrangement of practitioner development activities in liaison with LCA Chief Officers – to support the development of energy advice within the county.
- To support the arrangement and maintain energy advice specific training and qualification opportunities on behalf of LCA.

Communications

- Help deliver the communications plan for the project utilizing multiple channels.
- Help development of or commissioning of marketing material.
- Capitalize on social media and directly organize social media campaigns to ensure the project is known about by key stakeholders and engage with these networks regularly and effectively.
- Maintain and update, on instruction from the Project Manager a centrally hosted website for the project.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Comply with all Citizens Advice information assurance guidelines.



Person specification

1. Strong customer services skills.
2. The ability (ideally through relevant experience) to use a proprietary database (Casebook) for the purposes of setting up client enquiries on referral, and the receipt and processing of centrally received referrals.
3. The ability (ideally through relevant experience) to interrogate the same system or similar for the purpose of producing and presenting statistical reports, client lists and activity reports.
4. The ability to maintain a centrally hosted website.
5. Fluency in the use of social media in marketing the service amongst potential referrer organisations.
6. Experience arranging and minuting meetings.
7. Good overall awareness of the principle and practice of independent advice.
8. The ability to help develop and implement an external communications plan.
9. Strong attention to detail.
10. Strong numerical skills – able to analyse data in order to identify issues and trends
11. Strong generalist IT skills; the ability to use standard Microsoft Office products, but also and not limited to content management systems, online referral systems and social media.
12. A demonstrable understanding of and commitment to the aims and principles of the Citizens Advice service.

Desirable

- 1.** Graphic design and/or desktop publishing experience in order to support development of high-quality marketing collateral.



Guidance notes for applicants

Application form

Please complete your application and return it by post or email (as a Word document) 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 .

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 essential and desirable criteria for the role for which you are applying.

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

We value diversity, promote equality and challenge discrimination

Diversity Monitoring

Citizens Advice Essex 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 Essex. 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.

Information, experience, knowledge, skills and abilities

This is a key section of 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.

Please provide one example for each requirement. 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.

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 with the application pack - further details will be provided if you are shortlisted.

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

We value diversity, promote equality and challenge discrimination

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 Essex 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 Essex – 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. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.

CONFIDENTIAL APPLICATION FORM
Section 1

The Chair
 Citizens Advice Essex
 Suite 4, Town Hall
 Ingrave Rd
 Brentwood
 CM14 9PJ

Email address: jobs@citizensadviceessex.org.uk

<p>Please refer to the Guidance Notes for Applicants before completing this application form.</p> <p>We value diversity, promote equality and challenge discrimination. We encourage and welcome applications from suitably skilled candidates from all backgrounds. Members of the recruitment panel will consider information you provide against the person specification for the role to decide whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you clearly demonstrate how you meet each point on the person specification. Please note that CVs are not accepted.</p>			
Candidate ref. number (for office use only):			
Position applied for			
Job title	Marketing and Administration Officer	Job reference	CAE/MAO/20
Location	Pan Essex – office location to be agreed.		

Personal information and address for correspondence	
First name(s)	
Last name	
Address	
Postcode	
Telephone home	
Telephone work	
May we contact you at work?	Yes / No
Mobile	
Email	
We will normally contact you by email, however, if you would prefer to be contacted using another method please let us know here:	

Entitlement to work in the UK
<p>To take up this post you must have the right to work in the UK.</p> <p>Please note that Citizens Advice Essex does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.</p>

Criminal convictions
<p>Having a criminal record will not necessarily bar you from working for Citizens Advice Essex – much will depend on the type of job you have applied for and the background and circumstances of your offence.</p> <p>For some posts, an offer of employment will be subject to a Disclosure and Barring Service (DBS) check. If this applies to the post for which you are applying, this will be noted in the application pack.</p> <p>Please see Guidance Notes and Application Pack for further details.</p>

Have you had any previous convictions not regarded as spent under the Rehabilitation of Offenders Act 1974?	Yes / No
If YES please provide details of the offence and the date of conviction.	

References	
<p>Please provide the names, addresses, telephone numbers and email addresses of two people who may be approached for 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. References will only be taken up for successful candidates following interview.</p>	
Referee 1	
Name	
Address	
Postcode	
Telephone	
Email	
In which context does this referee know you?	
Referee 2	
Name	
Address	
Postcode	
Telephone	
Email	
In which context does this referee know you?	

Section 2

Information, experience, knowledge, skills and abilities

IMPORTANT INFORMATION

It is essential that you complete this section in full. Please refer to the Guidance Notes for Applicants for further details.

- Please explain and demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Pack)**.
- Please ensure that you address **all** the criteria on the person specification using the same order and numbers.

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

11.

12.

Career history

Please include your current / previous employment (including job training schemes), voluntary work, community activities, school placements, time caring for dependants etc. Please put in date order, starting with the most recent. (Continue on a separate sheet if necessary.)

Employer's name and address and type of business.	State position held and outline briefly the nature of the work and your responsibilities.		
	Dates:	From	To
	Reasons for leaving:		
	Dates:	From	To
	Reasons for leaving:		
	Dates:	From	To
	Reasons for leaving:		
	Dates:	From	To

	Reasons for leaving:
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Educational history		
Please give details of educational qualifications you have obtained from school, college, university etc.		
Subject	Level	Grade

Professional development

Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken.

Declaration

Data Protection Statement: I consent to this information being processed and stored for the purpose of recruitment and selection at Citizens Advice Essex, and if appointed, for the purposes of employment at Citizens Advice Essex.

I confirm that to the best of my knowledge, the information I have provided on this application form is true and correct. I understand that if appointed on the basis of false information contained in this form, I may be summarily dismissed.

If you are sending your application form by email, please mark this box (as a substitute for your signature) to confirm that you agree to the above declaration.

Signed:

Dated:

Please return this form to

The Chair, Citizens Advice Essex
Suite 4, Town Hall
Ingrave Rd
Brentwood
CM14 9PJ

Email address: jobs@citizensadviceessex.org.uk

CONFIDENTIAL APPLICATION FORM
SECTION 3

Diversity monitoring

Please note this section will be detached before sending your application to the recruitment panel for shortlisting.

Job title:	Business Development Manager
Candidate ref. number (for office use only):	

The Citizens Advice service is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

In order to achieve these aims we need to know about the diversity of people who apply to work in the service. Please help us by providing the following information.

All information will be treated confidentially and will be separated from your application form before making any selection decisions.

If you prefer not to answer any of the questions please leave them blank.

General Data Protection Regulations (GDPR)

Under data protection law we are allowed to ask for this information as it's sole purpose is to allow us to monitor the diversity of our applicants. Citizens Advice Essex will keep the information secure and confidential and use it only for the purposes of recruitment and selection diversity monitoring. If you become an employee of Citizens Advice Essex the information will be retained for the purpose diversity monitoring only.

Thank you for your co-operation.

The following information will not be seen by the recruitment panel and will not affect your application.

Age

Which age bracket do you fit into? Put a cross in the relevant box.

Under 25	<input type="checkbox"/>
25 - 34	<input type="checkbox"/>
35 - 44	<input type="checkbox"/>
45 - 54	<input type="checkbox"/>
55 - 64	<input type="checkbox"/>
65 and over	<input type="checkbox"/>

Gender

What best describes your gender? Put a cross in the relevant box or write in a preferred term.

Female	<input type="checkbox"/>
Male	<input type="checkbox"/>
I prefer to use another term	<input type="checkbox"/>
Please write in.....	

Sexual orientation

What is your sexual orientation? Put a cross in the relevant box or write in a preferred term.

Heterosexual/Straight	<input type="checkbox"/>
Gay Man	<input type="checkbox"/>
Gay Woman/Lesbian	<input type="checkbox"/>
Bisexual	<input type="checkbox"/>
I prefer to use another term	<input type="checkbox"/>
Please write in.....	

Ethnic origin

How would you describe yourself? Choose **one** section (A to E) and put a cross in the relevant box within it.

A. White	English/Welsh/Scottish/Northern Irish/British	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Gypsy or Irish Traveller	<input type="checkbox"/>
	Any other White background Please write in.....	<input type="checkbox"/>
B. Mixed/multiple ethnic groups	White & Black Caribbean	<input type="checkbox"/>
	White & Black African	<input type="checkbox"/>
	White & Asian	<input type="checkbox"/>
	Any other Mixed/multiple ethnic background Please write in.....	<input type="checkbox"/>
C. Asian/Asian British	Indian	<input type="checkbox"/>
	Pakistani	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Any other Asian Background Please write in.....	<input type="checkbox"/>
D. Black/African/ Caribbean / Black British	African	<input type="checkbox"/>
	Caribbean	<input type="checkbox"/>
	Other Black/African/Caribbean background Please write in.....	<input type="checkbox"/>
E. Other ethnic group	Arab	<input type="checkbox"/>
	Any other ethnic group Please write in.....	<input type="checkbox"/>

Disability

A disabled person is defined under the Equality Act 2010 as someone with a **‘physical or mental impairment which has a substantial and long term adverse effect on that person’s ability to carry out normal day-to-day activities.’**

Do you consider yourself to be disabled under the Equality Act 2010?

Yes	
No	

The information on this form is for monitoring purposes only. If you require any reasonable adjustments to be made in the recruitment process or at work subsequently if appointed, please make sure you tell us separately from this form. We follow the social model of disability which believes that it is the barriers created by society which disable people. We will use reasonable adjustments wherever possible to remove those barriers.

Religion or belief

Which group below do you most identify with? Put a cross in the relevant box.

No religion	
Christian (including all denominations)	
Buddhist	
Hindu	
Jewish	
Muslim	
Sikh	
Any other religion or belief	
Please write in.....	

Gender Identity

Is your gender identity the same as the gender you were assigned at birth? Put a cross in the relevant box.

Yes	
No	

How did you hear about this opportunity?

Please include details below: