

**CONFIDENTIAL APPLICATION FORM**

**Section 1**

The Chair

South Tyneside Citizens Advice

Edinburgh Buildings

2 Station Approach

South Shields

Tyne & Wear

NE33 1HR

Email address: karinf@southtynelca.net

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| Please refer to the **Guidance Notes for Applicants** before completing this application form.  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. | | |
| Candidate ref. number (for office use only): | |  |
| **Position applied for** | | |
| Job title | **Citizens Advice Generalist and/or Welfare Benefits Advisor** | |
| Location | South Tyneside – Office Based | |

**Hours – 37**

**Salary - £23,708**

**2 Year Fixed Term Contract**

Deadline for receipt of application is **Tuesday** **7th June 2022.**

Interviews will take place on **Tuesday 14th June 2022.**

**Shortlisted candidates will receive details of their interview by e-mail or post.**

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| **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 post, however, if you would prefer to be contacted using another method please let us know here: | | |

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

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

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| **References** | | |
| 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. | | |
| **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? | |  |

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| Section 2Information, 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.   **Essential**  1.  2.  3.  4.  5.  6.    **Desirable**  1.  2. |

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| **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 |
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| **Professional development** |
| Please give details of any professional qualifications, including membership of any professional bodies and any job-related training that you have undertaken. |
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| Declaration | |
| **Data Protection Statement**: I consent to this information being processed and stored for the purpose of recruitment and selection at South Tyneside Citizens Advice and if appointed, for the purposes of employment at South Tyneside Citizens Advice in line with the General Data Protection Regulations - 2018.  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**

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NE33 1HR

Email address: [karinf@southtynelca.net](mailto:karinf@southtynelca.net)

**Citizens Advice Generalist and/or Welfare Benefits Advisor**

**Job description & Person Specification**

**Role and purpose depending on skills and experience**

To provide Generalist and/or Welfare Benefit advice via telephone and face to face on the full range of generalist and benefit issues and to assist the client to achieve the best outcome for their circumstances.

**Advice**

* Interview clients using sensitive listening and questioning skills in order to allow clients to explain their problem(s) and empower them to set their own priorities.
* Use the Citizens Advice Intranet website to find, interpret and communicate the relevant information.
* Research and explore options and implications so that clients can make informed decisions.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
* Ensure that all work conforms to the organisation’s office manual and the Advice Quality standard and other funding requirements, as appropriate.
* Ensure that work reflects and supports the Citizens Advice service’s equality, diversity & inclusion strategy.
* Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.

**Research & campaigns**

* Assist with research and campaigns work by providing information as appropriate.
* Alert clients to research and campaign options.
* Professional Development
* Keep up to date with legislation, policies and procedures and undertake appropriate training.

**Administration**

* Attend relevant internal and external meetings as agreed with line manager.
* Prepare for and attend supervisor session/team meetings/staff meetings as appropriate.
* Use IT for statistical recording of information relating to research and campaigns and funding requirements, record keeping and document production.
* Ensure all work conforms to the organisation’s systems and procedures.

**Other**

* Complete required training to comply with quality assurance processes.
* Carry out any task that may be within the scope of the post to ensure the effective delivery and development of the service.

**Person specification - Essential**

1. A minimum of one years knowledge and experience as a Citizens Advice Generalist and/or Welfare Benefit advisor
2. Proven understanding of equality and diversity and its application to the provision of advice.
3. Proven ability to interview clients using sensitive listening and questioning skills to get to the root of issues and empower clients, whilst maintaining structure and control of meetings.
4. Understanding of the issues affecting society and their implications for the client and service provision.
5. Proven ability to research, analyse and interpret complex information, produce and present clear reports verbally and in writing.
6. Ability to understand statistics and check accuracy of calculations.

**Person specification – Desirable**

1. Knowledge and experience of Universal Credit
2. Knowledge and experience of Quick Benefit Calculator (QBC/Lisson Grove)



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| **CONFIDENTIAL APPLICATION FORM**  **SECTION 3**  **Diversity monitoring**  Please note **Section 2** will be detached before sending your application to the recruitment panel for shortlisting. |

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| **Job title:** | **Welfare Benefits Caseworker/Team Leader** | |
| **Candidate ref. number (for office use only):** | |  |

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| 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 - 2018**  Citizens Advice will record the information given for the purposes of recruitment and selection monitoring. If you become an employee of Citizens Advice the information will be processed for the purposes of personnel administration only. The information will be retained for monitoring purposes only.  Thank you for your co-operation.  **This information will not affect your application.** |

**Age**

❒ <25 ❒ 25-34 ❒ 35-44 ❒ 45-54 ❒ 55-64 ❒ 65+

**Gender**

❒ Female

❒ Male

❒ I prefer to use another term (e.g. androgyne): ...............................................

**Ethnic origin -** How would you describe yourself?

Choose **one** section and tick the appropriate box within it.

**A** **White**

❒ British

❒ English

❒ Scottish

❒ Welsh

❒ Northern Irish

❒ Irish

❒ Gypsy or Irish Traveller

❒ Any other White background, please state……………………………..

**B Mixed Heritage**

❒ White and Black Caribbean

❒ White and Black African

❒ White and Asian

❒ Any other Mixed background, please state…………………………….

**C Asian or Asian British**

❒ Indian

❒ Pakistani

❒ Bangladeshi

❒ Any other Asian background, please state……………………………

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**D Black or Black British**

❒ Caribbean

❒ African

❒ Any other Black background, please state……………………………

**E Chinese or other ethnic group**

❒ Chinese

❒ Arab

❒ Any other, please state………………………………….

**Disability**

The Citizens Advice service believes that people are disabled by the barriers society places in their way and not by their own impairments. We believe everyone has a role to play in society and we want the service to benefit from the widest range of talent available.

Do you consider yourself to be a disabled person or do you have a long-term health condition?

❒ Yes ❒ No

**Sexual orientation -** What is your sexual orientation?

❒ Bisexual

❒ Gay man

❒ Gay woman / lesbian

❒ Heterosexual / straight

❒ I prefer to use another term (please state): ........................................

**Transgender**

Is your gender identity the same as the gender you were assigned at birth?

Yes ❒ No ❒

**Religion or belief -** Which group below do you most identify with?

❒ No religion

❒ Christian (inc. Church of England, Catholic, Protestant & other denominations)

❒ Buddhist

❒ Hindu

❒ Jewish

❒ Muslim

❒ Sikh

❒ I prefer to use another definition (please state): .................................

From which website / publication or other source did you **first** learn of the post? ………..…………………………………………………………………………

**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 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 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 South Tyneside Citizens Advice does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**Diversity Monitoring**

South Tyneside Citizens Advice South 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 South Tyneside 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.

## *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), If this is the case, you will receive details when invited for interview.

**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 South Tyneside 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 South Tyneside Citizens Advice – 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 office 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.

**Further Information**

For further information on Citizens Advice please follow the link below:-

<https://www.citizensadvice.org.uk/about-us/>

**Local Information.**

We operate our advice services in an area which is high on the Government's Index of Social Deprivation. This is reflected in the nature of enquiries brought to us, which are predominately Debt and Welfare Benefits. We have two offices, South Shields and Jarrow town centre, which are both fully accessible.

We are open to the public three days per week at South Shields and two days per week at Jarrow for generalist ‘drop in’ advice sessions. When closed to the public we undertake casework appointments and specialist casework on behalf of our clients. In addition we have a dedicated Black, Asian & Minority Ethnic Advice Project, which promotes and delivers our service to ethnic communities in the Borough.

All of our work has been independently audited and as a result we hold an Advice Quality Standard quality mark.

On average we deal with around 150 new clients every week helping them to resolve around 700 problems. We are proud of the breadth and quality of services we deliver in the Borough and always aim to improve on them. We also aim to make better use of technology in the provision of advice and therefore encourage the development of these skills.

Currently we operate with 22 paid staff and 10 volunteers. All staff are accountable, through the Management team, to the Board of Trustees, who oversee all our work.

Whilst Citizens Advice South Tyneside remains totally independent, it is part of the Borough's Advice and Information provision and works closely with other advice services. In the coming period we intend to strengthen these links and build more formal partnerships, which will enhance the services available to the people of South Tyneside.