

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

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 accepted.

Candidate ref. number (for office use only):	
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Job title	Generalist Advisor
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Location	South Tyneside – Office based.
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Hours – 37 Fixed term until 31st March 2026, with possible extension.

Salary - £26,804

Deadline for receipt of application is **Friday 20th September 2024.**

CV's will be accepted.

Interviews will take place on **Friday 27th September 2024.**

Shortlisted candidates will receive details of their interview and test by e-mail or text.

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:	

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 license and, therefore, cannot issue certificates of sponsorship under the points-based system.

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.

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?

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 address **all** the criteria and explain/demonstrate how your experience, skills and knowledge meet the selection criteria for the post described in the **Person Specification (found in the Job Pack)**.

Essential

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

11..

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:

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 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

The Chair
South Tyneside Citizens Advice
Edinburgh Buildings
2 Station Approach
South Shields
Tyne & Wear
NE33 1HR

Email address: karinf@southtynelca.net

Generalist Adviser - Job Description and Person Specification

Giving 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 Information System (Intranet) 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 interpreting, calculating, negotiating, drafting or writing letters and telephoning.
- Negotiate with third parties such as statutory and non-statutory bodies as appropriate.
- Refer internally or to other specialist caseworkers as appropriate.
- Ensure that all work conforms to the standards set out in the Office Manual, the QAA and Advice Quality Standard requirements where appropriate.
- Maintain detailed case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Carry out all work in line with GDPR requirements.

Research & Campaigns

- Assist with social policy work by providing information about clients' circumstances through the appropriate channel.
- Alert clients to social policy options.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training.
- Read relevant publications.
- Attend relevant internal and external meetings as agreed with the line manager.
- Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

Administration

- Comply with all Data Protection and Information Assurance regulations
- Use IT for statistical recording, record keeping and document production.
- Ensure that all work conforms to the bureau's systems and procedures.
- Provide statistical information on the number of clients and nature of cases.

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.
- Demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person specification

1. Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.
2. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
3. Ability to monitor and maintain own standards.
4. Effective written and oral communication skills with particular emphasis on negotiating.
5. Understanding of the issues involved in interviewing clients.
6. Understanding of the issues affecting society and their implications for clients and service provision.
7. Ability to use IT in the provision of advice.
8. Flexibility and willingness to work as part of a team.
9. Willingness to learn and develop skills in advice topics.
10. Ability to research, analyse and interpret complex information.
11. Numeracy skills required to understand statistics and check calculations.

**CONFIDENTIAL APPLICATION FORM
SECTION 3**

Diversity monitoring

Please note **Section 2** will be detached before sending your application to the recruitment panel for shortlisting.

Job title:	Generalist Advisor
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 - 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 cooperation.

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 Traveler
- 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.....

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?

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 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 license 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 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.

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.

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 24 paid staff and 20 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 an independent Charity, it is part of the Borough's Advice and Information provision and works closely with other advice services.