



Advice Trainee

Salary:	£9.50 per hour
Hours:	22-37 hours per week
Responsible to:	Advice Service Manager

Citizens Advice Mid-North Yorkshire is looking for enthusiastic individuals to join our advice team and make a real difference to their community. The role can be based in any of our offices in North Yorkshire as well as having the flexibility for home-working.

The Advice Trainee will learn about all aspects of our service and develop skills to deliver high quality advice on debt, welfare rights, employment housing, family and other legal issues over the phone, by email and via webchat.

The successful applicant will have a positive attitude and desire to learn, excellent IT skills, and strong communication skills. You will need to have the ability to work on your own initiative and as part of a team. The role may suit a recent graduate looking to begin a career in the charity sector. A law degree or similar would be beneficial but is not essential and full training will be provided. Salary can be discussed based on advice experience.

Vacancy will close once we have enough suitable candidates, please apply as soon as possible to avoid disappointment.

To request job information and an application pack, please contact:

receptionr@northyorkslca.org.uk or visit our website: <https://citizensadvicehrs.org.uk/>

Telephone: 01748 823862



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Authorised and regulated by the Financial Conduct Authority FRN: 617621

Registered Office: 277 High Street, Northallerton, North Yorkshire DL7 8DW.

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

Diversity Monitoring

Citizens Advice North Yorkshire 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 North Yorkshire. 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 capacity. Both referees should be able to comment on your suitability for the role. References will only be taken up for successful candidates following their interview.

Criminal convictions

Anyone who applies to work within Citizens Advice North Yorkshire 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 North Yorkshire – 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.



6.2 million advice issues dealt with



2.5 million clients advised



20 million visits to our self-help website citizensadvice.org.uk



2,500 locations where we provide free and independent advice across England and Wales



We help to solve the problems for two in every three of our clients



Four in five say that our help improved their life in ways such as reducing stress, improving physical health or increasing their finances



Citizens Advice is worth at least £750 million to society

We need your help

We're an independent charity, and our success depends on support from people like you. There are lots of ways to get involved.

Volunteer. Join our 21,600 incredible volunteers who help deliver our work.

Campaign. You can help make sure every voice is heard.

Donate. Without the generous support of people up and down the country, we couldn't continue the work we do.

Go to citizensadvice.org.uk or visit your local Citizens Advice to find out more.

citizensadvice.org.uk



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Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

What does Citizens Advice do?



citizens
advice

Whenever people need advice, we're here

We provide free, confidential and impartial advice, and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problems they face.

People come to us with all sorts of issues. You may have money, benefit, housing or employment problems. You may have been asked to give evidence in court, or been misled by a dodgy ad. You may be facing a crisis, or just considering your options.

It doesn't matter who you are, or what your situation is. Citizens Advice will always give you free, confidential and impartial advice.

We value diversity, promote equality and challenge discrimination wherever we see it. We aim to be sustainable, efficient and effective in everything that we do.

We're easy to find

We provide advice online, over the phone, and face to face through local Citizens Advice centres. We can also be found in doctors' surgeries, community centres, courts and prisons.

Supporting people and improving society

We use our clients' experience, stories and evidence to research and campaign for positive change.

We have helped to bring about a cap on the cost of payday loans, the end of retaliatory evictions, greater protection for mobile phone customers and more support for parents with the cost of childcare.

And with plans to tackle domestic abuse, help private renters and support energy customers, we're committed to being even more influential in the future.

Our dedicated staff and volunteers

Last year 21,600 highly trained volunteers supported the delivery of our work alongside 7,000 paid staff. Our volunteers come from all sorts of backgrounds and help with everything we do: fundraising, IT, administration, campaigning, trusteeship – and, of course, giving advice.

Together, the work they do is worth over £109 million a year. Without their passion and generosity, we wouldn't be here today.

Our volunteers benefit from the experience too – for example all our retired volunteers believe volunteering keeps them mentally active, and nine in ten unemployed volunteers believe it helps them to move into employment or education.

We all share one goal

Volunteer, employee or supporter, we all believe in the same thing: a society where everyone gets the advice they need, and every voice is heard.

