

Job pack

2024

Passion for our purpose & values



Professional skills or Lived Experience



Driven to make a difference



LeicesterShire

Sharing knowledge to transform lives.
We Listen, We Act, We Empower.

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Welcome



Raman

Help to Claim Adviser

"I enjoy working as a Help to Claim adviser because it allows me to make a positive impact on people's lives every day, even while working remotely. The flexibility to work from anywhere gives me a great work-life balance and the opportunity to manage my time effectively. The challenges I face keep me engaged and motivated, and there's always something new to learn. The sense of accomplishment I get from solving problems and helping others is incredibly rewarding. Plus, the supportive and collaborative environment, even in a virtual setting, makes it a joy to work each day. Special Thanks to Kavitha and Paula who are always available and support me and the team."

Introduction from our CEO

Dear Candidate,

Thank you for your interest in joining our team at Citizens Advice LeicesterShire. This is an exciting time to join our organisation as we are set to deliver our living strategy over the next five years.

We have provided this information pack to help you decide if working with us is right for you. We value each member of our team and encourage them to bring their unique skills, experience, views, and commitment to our goals.

Citizens Advice LeicesterShire offers vital advice and information to people from all backgrounds on a wide range of issues. We provide our services through face-to-face consultations, online chats, and telephone advice. By doing so, we make a difference in communities across Leicester, Leicestershire and beyond.



We believe that knowledge is a powerful tool that shines a light on inequality and creates a fairer society. Knowledge empowers people to make informed decisions, gives freedom of choice and builds resilience.

No one should feel left behind due to a lack of reliable and accessible information.

You will play a key role in supporting our network of Citizens Advice across Leicester, Leicestershire and nationally, to help create a fairer society. Joining our team is a powerful and rewarding way to make a difference.

If you decide to apply, we look forward to hearing from you and discovering what you can bring to our team and this role.

A handwritten signature in black ink that reads "V. Gutteridge".

Vicky Gutteridge

CEO

About Citizens Advice LeicesterShire

Our Purpose

Sharing knowledge to transform lives.
We Listen, We Act, We Empower.

Our values



We Care



We Help



We Excel



We challenge

The **Citizens Advice service** is made up of Citizens Advice – the national charity – and an independent network of 283 local Citizens Advice members, of which we are one.

Three things you should know about us

1.

We're local and we're national. There are 6 national offices that offer direct support to people in 283 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.

We are in the City and County

We have various teams that offer advice to clients in Leicester City, Blaby, Harborough, Hinckley & Bosworth, North-West Leicestershire and Melton. We provide generalist advice on a wide range of issues including benefits, debt, housing, employment, relationships and family, immigration, discrimination and community care issues.

We offer specialist services

We offer numerous specialist services across Leicestershire including:

- Our debt team, Money Advice Service, works with clients with money planning and processes such as bankruptcy and debt relief orders.
- A Help-to-Claim service that deals specifically with supporting new Universal Credit claimants through to their first payment.
- Pension Wise that offers advice to over 50's on what pension options are available to them.
- Our health advice services include Macmillan and East Midlands Sickle Cell and Thalassaemia (EMSTN) advice service.

All of these services provide benefit advice and support, including appealing and challenging decisions.

Supporting people in our local community

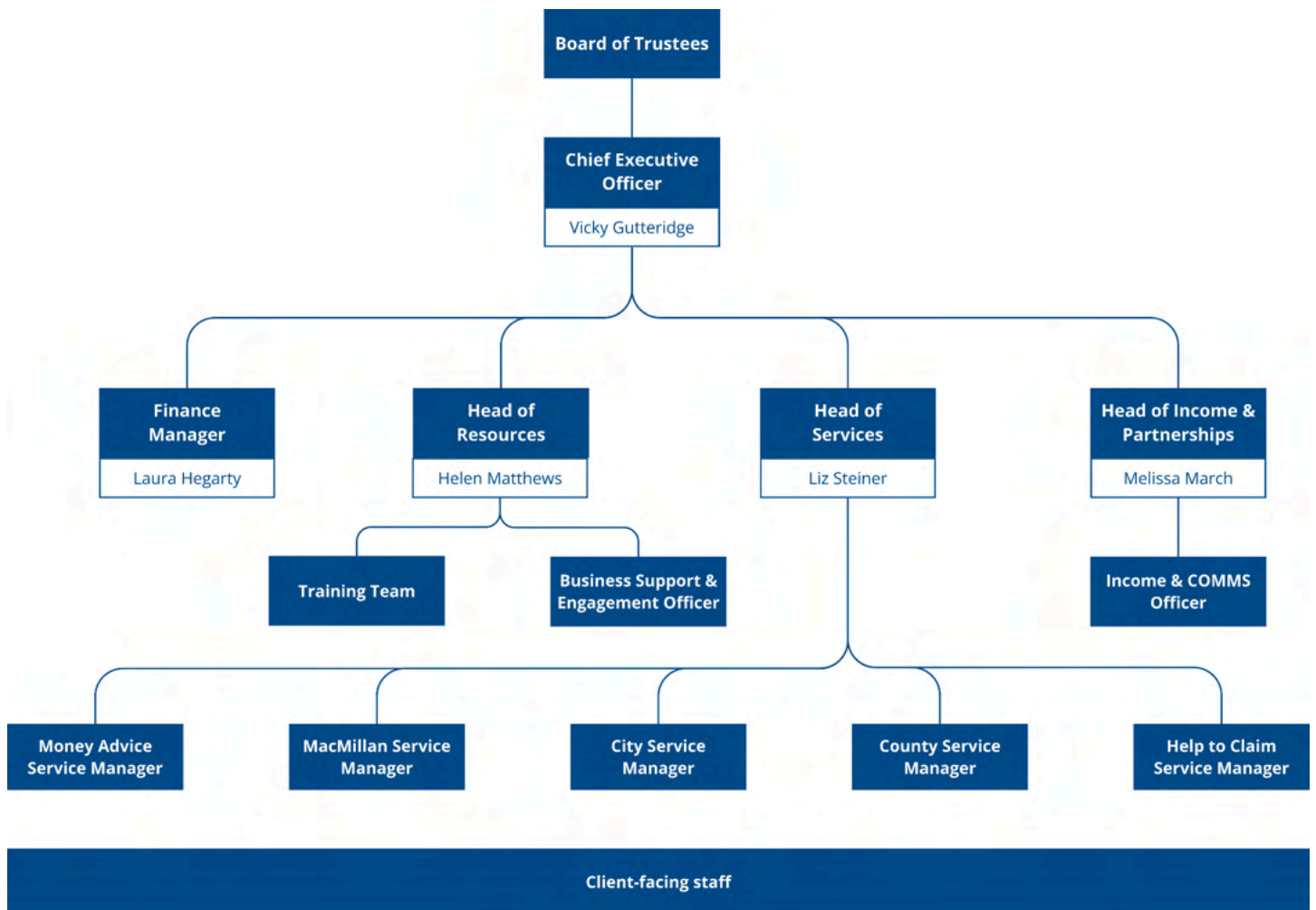
Our advice services are free, independent, impartial and confidential. We are here to help and support everyone and will listen without judgement.

How our organisation works

Our people and structure

Citizens Advice LeicesterShire has a trustee board of up to 12 people who are all volunteers. Trustees bring a wide range of professional skills, knowledge and local insight to the governance and development of our network of vital community advice services. The trustees, in conjunction with the CEO, are responsible for setting our overall strategy and budget. Day to day running and further development of the organisation is the responsibility of the CEO who, alongside the senior leadership team, oversees the delivery of our services.

Citizens Advice LeicesterShire has around 65 paid staff and over 60 volunteers working in various roles including assessors, advisers, supervisors, research and campaigns and more.



Our Culture

Valuing inclusion

We promote equality, diversity and inclusion in everything that we do. It is important that we attract staff and volunteers that represent the diverse communities we serve.

Our staff and volunteers come from a range of backgrounds, and we particularly welcome applications from disabled people, people with physical or mental health conditions, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

We believe lived experience is as valuable as professional skills. Although very useful, it does not matter if you have previous experience in the role you are applying for. We value attributes of willingness to learn, resilience and passion for our cause, therefore transferable skills count for a lot. What matters is that you are passionate about our purpose, share our values and are committed to your personal development and making a difference.

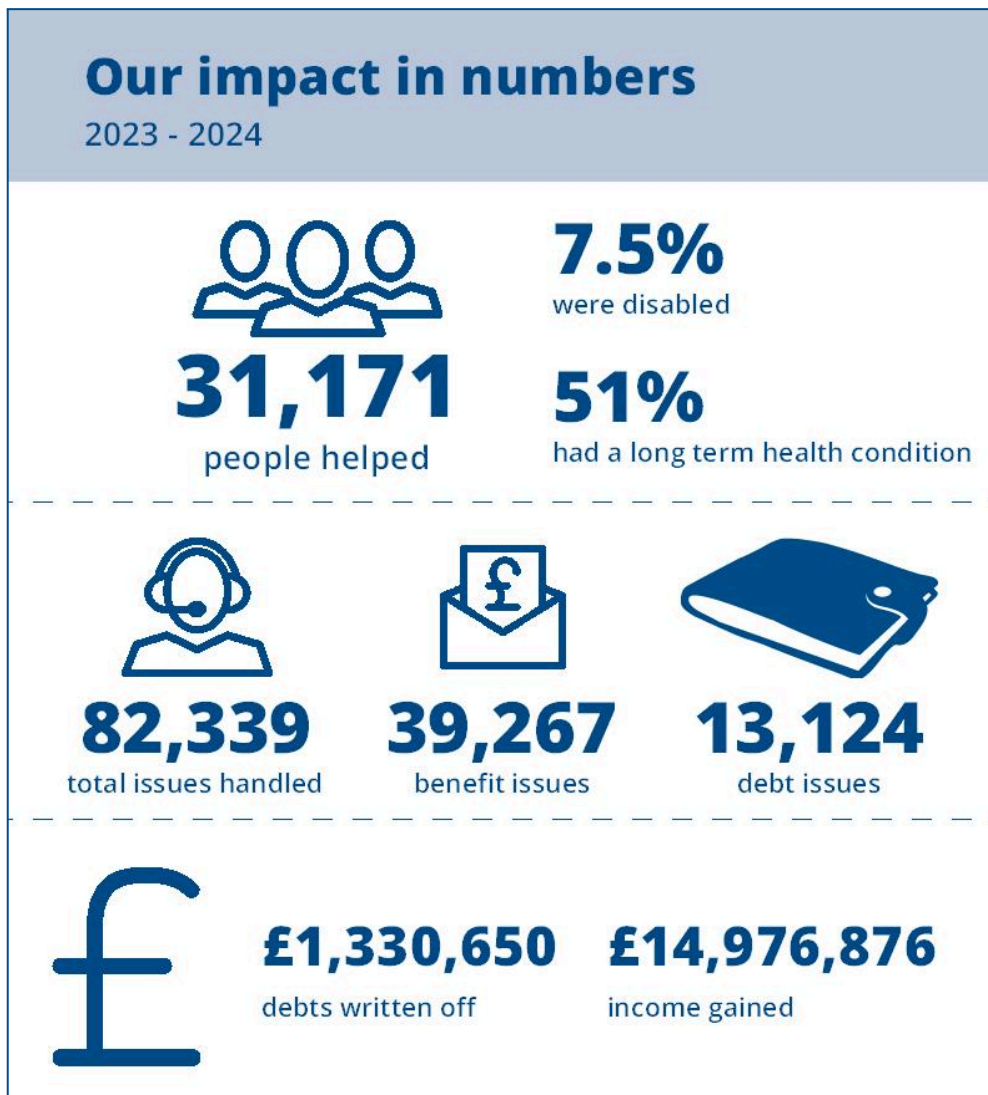
Values in action

Our Values	Our Behaviours
 We Care	<ul style="list-style-type: none">• We are passionate about our purpose and delivering positive outcomes• Our beneficiaries' best interests are central to everything we do• We listen carefully and practice compassionate communication• We go the "extra mile". for our beneficiaries, our staff, volunteers and partners
 We Help	<ul style="list-style-type: none">• We provide information and support that is tailored to meet your needs• We help you to help yourself and offer support that builds resilience• We work together internally and with our networks to find solutions• Our services are accessible, and our staff are responsive
 We Excel	<ul style="list-style-type: none">• We measure our performance against high quality benchmarks and metrics• We encourage and act upon constructive feedback• We are a learning organisation and invest in our own development• We can be relied upon to "do what we say"
 We Challenge	<ul style="list-style-type: none">• We speak up for those who find it difficult to be heard• We speak out against poor behaviour wherever we see it• We dare to try new things and challenge the status quo, internally and in society• We stand up and campaign for a fairer society

How we help

Our clients and impact

Our clients come to us from all walks of life, and we see a diverse range due to the wide area that we cover across the City and County.



Our research and campaigns

The information provided to us by the clients we see, provides us with a unique insight into the problems faced by people living in Leicester and Leicestershire. We are able to spot developing trends, and this helps us to develop services, create campaigns and speak up for our clients.

What's in it for you

Working hours

Our full time employees are contracted to work 37 hours per week. We have lots of roles that are part-time and where possible offer flexible working. The attached job description will tell you how many hours this role is for.

Annual Leave

We offer 6.2 weeks annual leave (including bank holidays) per year from 1st January to 31st December, plus fixed days over Christmas and New Year. In addition to this, we have a long service leave of 1 week after 5 years.

Occupational Sick Pay

(dependent upon length of service)

Employee Assistance Programme

Our Employee Assistance Programme gives all staff working at Citizens Advice LeicesterShire access to professional and confidential mental health and wellbeing support 24 hours a day 365 days a year.

Pension Scheme

We offer staff that are eligible for auto-enrolment in line with the government guidance 6% Employer and 2% Employee contribution to a defined contribution pension scheme.

Learning and Development

We have a dedicated in house training team providing staff and volunteers with the skills and knowledge that they need to carry out their roles. In addition to this we have access to national Citizens Advice e-learning.

How to apply

Application Form

You can apply through our online application form found on our [website](#)¹.

We encourage you to read through our [application guidance notes](#)² before you make your application.

Inclusive Recruitment

1. Are there any adjustments we can make to assist you in your application and/or interview? (This information will be treated as confidential)
2. Is there any equipment or support that we can provide to help you carry out the role itself? (This information will be treated as confidential)
3. Our selection process is done by humans.
4. You will receive the questions prior to the interview so you can make notes and feel prepared.

Please be assured that we will be supportive in discussing any adjustments with you at any stage of the recruitment process.

References

If we proceed with your application, we will ask for two references from people who know you in a work related, academic or professional capacity.

For further information or an informal discussion about the role, please contact:

Name: Konrad Kurpiewski
E: konrad.kurpiewski@citizensadviceleicestershire.org
T: 0116 4976230

¹<https://citizensadviceleicestershire.org/jobs/>

²<https://citizensadviceleicestershire.org/wp-content/uploads/2023/05/Guidance-Notes-4.pdf>

Useful information

[About us](#)³

[Our Services](#)⁴

[Our Living Strategy](#)⁵

[Current Vacancies](#)⁶

[Working for us](#)⁷

³<https://citizensadviceleicestershire.org/about/>

⁴<https://citizensadviceleicestershire.org/get-advice/>

⁵<https://citizensadviceleicestershire.org/wp-content/uploads/2024/07/Citizens-Advice-LeicesterShire-Strategy-2024-2029-FINAL.pdf>

⁶<https://citizensadviceleicestershire.org/jobs/>

⁷<https://citizensadviceleicestershire.org/2022/05/24/staff-testimonials/>

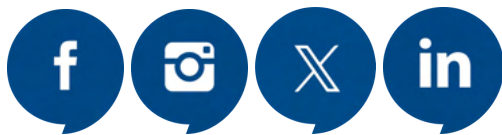
Citizens Advice helps people find a way forward

We provide accessible, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality and challenge discrimination.

We're here for everyone.

Citizens Advice LeicesterShire
Clarence House
Humberstone Gate
Leicester
LE1 3PJ



www.citizensadviceleicestershire.org

Citizens Advice LeicesterShire is an operating name of
LeicesterShire Citizens Advice Bureau.
Registered charity number 1135081. Company Limited by guarantee.

**citizens
advice**

LeicesterShire

**Sharing knowledge to transform lives.
We Listen, We Act, We Empower.**

We Care We Help We Excel We Challenge