Job pack

Thanks for your interest in working with Citizens Advice Rushmoor. 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:

- The role profile and person specification
- Terms and conditions
- What we give our staff
- Our values
- Overview of Citizens Advice and Citizens Advice Rushmoor

Want to chat about this role?

If you want to chat about the role further, you can contact Joel Stewart by emailing joel.js@citizensadvicerushmoor.org.uk.

The role

Community Skills Coach

This role delivers advice to groups and individuals both in the community and from our offices, aiming to help local residents develop the knowledge and skills they need to improve their financial well-being and stay safe at home. The contract is fixed term, starting as soon as possible and terminating on 31 March 2029.

Salary:	*£26,322 – £28,777 per annum pro rata depending on experience*
Hours:	*37 hours per week*
Period:	*Fixed-term contract until 31/03/2029, starting as soon as possible.*
Location:	*Based in our two offices in Farnborough and Aldershot and outreach locations around the borough*
Reporting to:	*Employment & Skills Programme Manager*

Role profile

Main responsibilities

1. Deliver several group workshops a week in community outreach settings, empowering people to keep themselves safe and well, save money and take steps to build financial security before reaching crisis point.

2. Deliver information and advice to vulnerable clients in one-to-one appointments in person and over the phone, complying with appropriate advice quality standards.

3. Maintain a focus on achieving positive outcomes for clients, including: financial gains from welfare benefits; improved money and debt management; securing housing; improved health; and increased independence.

4. Ensure that the services provided enable clients to make well-informed choices and decisions.

Outreach duties and responsibilities

1. Deliver skill-building financial capability workshops on budgeting, shopping around, banking, saving, benefits, debt and credit.

2. Deliver awareness workshops on carbon monoxide and gas safety, electrical product safety and energy efficiency.

3. Reach out to marginalised and under-represented communities, including people with disabilities and long-term health issues, such as dementia.

4. Understand the capability and capacity of clients attending the workshops and tailor the level of the advice to their needs.

5. Identify those clients who may need extra support during the session or further one-to-one advice afterwards.

6. Present information and advice in an accessible and engaging way and encourage clients' active participation.

7. Build partnerships with community groups and organisations.

8. Ensure the secure collection of clients' data and feedback for reporting purposes.

9. Follow health and safety policy when travelling to and from and attending outreach locations.

One-to-one appointment duties and responsibilities

1. Assess clients' problem(s) using sensitive listening and questioning skills.

2. Identify key information about the problem including time limits, key dates and any requirement for urgent advice or action.

3. Identify and summarise the essence of the problem.

4. Undertake research using Citizens Advice, Government and other authorised sources.

5. Assess and agree on the appropriate level of service, taking into consideration the client's ability to take the next step themselves, the complexity of the problem and available resources.

6. Refer clients appropriately (both internally and externally) to suit client's needs following agreed protocols, including informing clients of what to expect.

7. Record information given during assessment interviews onto the case management system.

8. Ensure that all work conforms to Citizens Advice Quality standards.

9. Use IT for statistical recording of information.

10. Follow up appointments with emails where appropriate and in line with procedures.



Person specification

1. Motivated to help people find a way forward, whoever they are and whatever their issues.

2. Committed to achieving the best outcomes for clients through relevant training and delivery of high-quality advice.

3. Demonstrates good communication, listening skills and empathy for people with complex needs, to enable effective progress and solutions.

4. Confident facilitating group workshops in an engaging manner.

5. Able to work across both Aldershot and Farnborough offices and to travel to outreach locations across the borough.

6. Able to work independently, taking responsibility to overcome challenges, with support from the wider team.

7. Demonstrates strong organisational and time management skills, using systems effectively, prioritising appropriately, and enabling timely responses to client needs.

8. Confident using IT systems as a core element of day-to-day work, including case management, debt and benefits calculations, reporting systems and secure information management.

9. Able to work with external agencies to progress individual cases and promote service aims.

10. Receptive to feedback and willing to put new learning into practice.

11. Demonstrates a commitment to the aims and principles of the Citizens Advice service, including its equality and diversity policies, and research and campaigning role.

12. Contributes to an inventive, responsible and generous organisation and team culture, sharing tasks and supporting organisation goals.

We are committed to attracting a diverse range of candidates. If you meet most of the essential requirements and feel you have the skills, experience and potential to succeed in the role, we would still encourage you to apply if you don't meet every requirement listed.



What we give our staff

Our Trustee Board is committed to making Citizens Advice Rushmoor a great place to work and volunteer. This commitment is reflected in our People Strategy, with a focus on creating a supportive, inclusive workplace where everyone can thrive. We value equality, diversity and inclusion, prioritise wellbeing, and are committed to helping our people learn and develop throughout their careers.

We offer:

- A standard 37 hours working week with a 4:30pm finish on Fridays
- 25 days' annual leave plus bank holidays (pro rata for part-time colleagues)

- 5% employer pension contribution
- Enhanced occupational sick pay
- Real Living Wage Employer
- Access to an Employee Assistance Programme, including wellbeing support and lifestyle perks
- Flexible and hybrid working opportunities (where the role allows)
- Ongoing learning and development opportunities
- A supportive and inclusive working environment

How to Apply

Please send a copy of your CV (no more than two pages) and a brief covering letter setting out your reasons for applying and why you are suited to the role (no more than one page), no later than the closing date referred to in the advert. No applications will be considered after this date.

Applications should be made via email to: jobs@citizensadvicerushmoor.org.uk

No assumptions will be made about your achievements and abilities, so it is important to explain these clearly and concisely.

Please note: Applications will be considered on a rolling basis, so we may close the advert early.

Support during the recruitment process

Please let us know if you require any adjustments or support during the application or recruitment process, including reasonable adjustments for a disability, neurodiversity or health condition, or if there are any individual circumstances you would like us to take into account. We are committed to providing an inclusive recruitment process and will be happy to discuss how we can support you at any stage, for example, step free access, allowing extra time or providing information in an accessible format.

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: evidence of this will be needed, if you are successful and an offer of employment is made.

Diversity Monitoring

Citizens Advice Rushmoor values diversity and promotes equality. 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. The diversity profile of people who apply for posts at Citizens Advice Rushmoor is given in confidence for monitoring purposes only and does not influence any recruitment decisions. If you would prefer not to answer any of the questions we ask, please leave them blank.

Shortlisting outcomes

Shortlisted applicants will be invited for an interview. Interviews may include a practical task or assessment, with all details provided before the interview.

References

All job offers are subject to the receipt of satisfactory references: One reference must 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.

Other references could be someone who knows you in a work related, voluntary or academic capacity. 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 Rushmoor 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 Rushmoor – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we cannot 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.

A Disclosure and Barring Service (DBS) check is required for this post – these are only requested when proportionate and relevant.

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 250 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 Rushmoor works

Citizens Advice Rushmoor is a local independent charity, committed to meeting the needs of our diverse community. With over 60 volunteers, and over 40 paid staff, we respond to around 10,000 unique clients each year, generating over 40,000 different advice issues.

We deliver our service through as many different channels as we can, to make sure we are accessible to everyone – this includes phone, webchat and email.

We also run lots of different projects, to help meet community needs. We have won national awards for our work, including the "Championing Equality" award, for the Nepali language

services we deliver. Our highly regarded Mental Health Project specialises in delivering casework for clients with serious mental illness.

Our Trustee Board takes overall responsibility for our organisational direction and focus. Click here for our Annual Review with more information on our website: www.citizensadvicerushmoor.org.uk

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 240 local Citizens Advice members.

This role sits within our network of independent local 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.

