



Senior Equity, Diversity & Inclusion Specialist

Job pack

Thanks for your interest in working at Citizens Advice. 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:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Catherine Grinstead by emailing catherine.grinstead@citizensadvice.org.uk

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 4 national offices and offer direct support to people in 265 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 our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of circa 265 local Citizens Advice members.

This role sits in the national charity, which includes

- 1000 national staff working in one of our 4 offices or as homeworkers, or as part of the Witness Service from 240 courts across England and Wales
- 2500 Witness Service volunteers

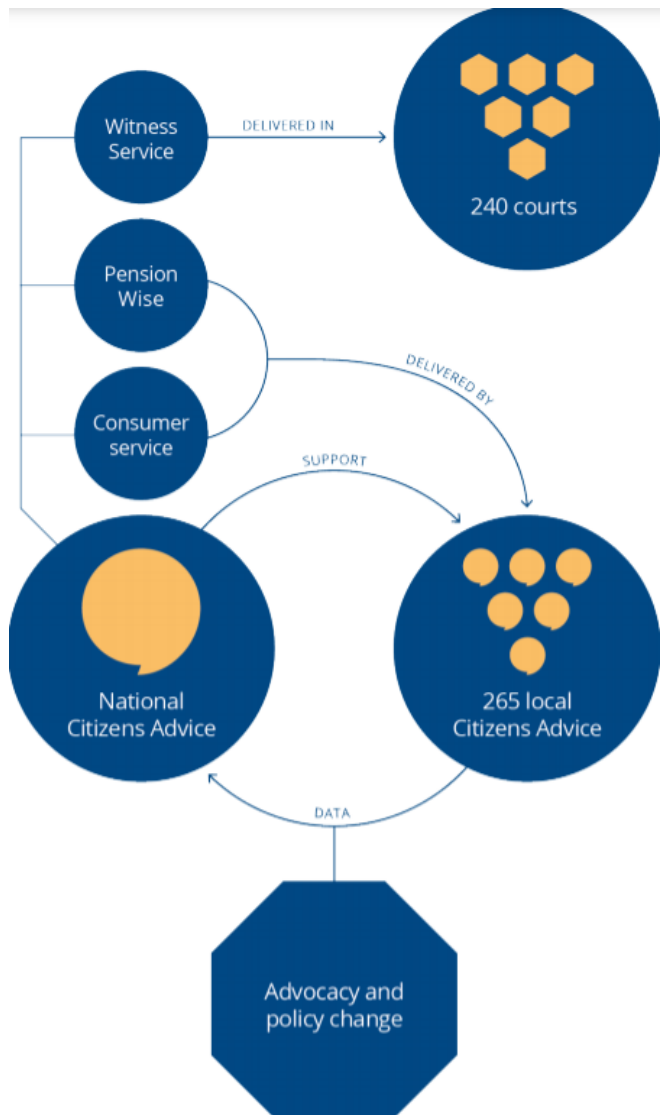
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 7,700 local staff
- over 21,300 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.





The team

The role you're applying for is in the **People** directorate and in the **Equity, Diversity & Inclusion** team. Here are 3 ways you can find out more about us:

1. [Citizens Advice - for everyone, for 80 years](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)
<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>
2. [Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice.](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)
<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>
3. [Our Future of Advice strategic framework:](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/)
<https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/>



The role

One of our key ambitions is to be an inclusive employer, offering an equitable and diverse place to work for all our people.

This role is in the Equity, Diversity and Inclusion (EDI) Team, which provides the strategic lead on the delivery of Citizens Advice EDI goals, across the organisation. We work with the wider People Directorate to embed EDI in all of our people processes and initiatives and to work towards our cultural ambitions on EDI.

In this role, you can expect to contribute to our thinking and challenge the organisation to address workforce equality disparities. You will share your EDI expertise and inform how workforce-related projects or activities are delivered, including leading workforce projects as required. You will develop information and guidance to ensure that EDI is understood and advanced by colleagues across the service. You will help share learning with local Citizens Advice offices.



Role profile

Band:	Senior Officer upper-level	
Reporting to:	EDI Programme Manager	
Proficient salary:	£41,812 plus £3,520 London Allowance if applicable	
Location:	Flexible	Travel H/M/L: Low
Team overview:	The Equity, Diversity and Inclusion (EDI) Team is the strategic lead on the delivery of Citizens Advice EDI ambitions across the organisation. The team aims to secure an equitable and inclusive service for all clients, staff and volunteers.	
Role purpose:	<p>To deliver projects, activities and workstreams to achieve EDI goals for our workforce. The postholder will be responsible for:</p> <ul style="list-style-type: none"> • providing specialist advice, information and guidance on workforce EDI within the team and to other parts of national Citizens Advice, mainly the People Directorate • supporting the development of strategy and plans to advance EDI goals relating to our workforce • capturing, developing and promoting best practice in EDI across the Citizens Advice service, designing and developing relevant specialist content for a range of use by national Citizens Advice as well as local offices. 	
Key accountabilities	Key elements/Tasks	% of Time
Lead delivery of specialist EDI advice and guidance	<p>Provide specialist advice and direction to support the delivery of the organisation's EDI goals across our network in relation to the workforce.</p> <p>Identify issues within the EDI field that need to be addressed by the service and develop proposals to inform strategic and business planning.</p> <p>Research and write guidance on EDI workforce issues for a range of users in a variety of formats.</p> <p>Support the development of People Team EDI projects: consulting with stakeholders, problem-solving, monitoring, planning and impact-assessing EDI work.</p>	40%

<p>Strategic support on Equity, Diversity and Inclusion</p>	<p>Lead on EDI workforce projects and contribute to reporting on progress and risks, and assessing impact.</p> <p>Develop and support the implementation of best practice systems, processes and tools on EDI.</p> <p>Work with national and local colleagues to co-design initiatives and resources to improve workforce EDI practice.</p> <p>Support colleagues across the organisation to initiate and facilitate change.</p>	<p>30%</p>
<p>Professional Expertise</p>	<p>Maintain an in-depth knowledge of people practices and equity, diversity and inclusion issues and practice, keeping abreast of developments in that area, and assessing their significance for the service.</p>	<p>20%</p>
<p>Other</p>	<p>Develop and maintain specific stakeholder relationships, to help deliver against key objectives, such as Network Groups.</p> <p>Contribute to the good and efficient working of the team in delivering against the business plan.</p> <p>Compliance with Citizens Advice policies and procedures, including health and safety</p> <p>Ensure that all liaison and joint work with stakeholders supports an inclusive working environment through responsible communication.</p> <p>Undertake any other duties as may be reasonably required within the scope of the role.</p> <p>Manage your own day to day activities to deliver tasks on time and to the required standard.</p> <p>Be an active member of the team, identifying opportunities for your own development.</p>	<p>10%</p>



Person specification

Essential Criteria (to be assessed at application and interview)

1. In-depth knowledge of key EDI concepts, good practice, and equality legislation and their application across a service, such as Citizens Advice.
2. A good track record of delivering and coordinating work to address equality disparities and build EDI capability, especially in a People/Human Resources function.
3. Excellent research and analytical skills and the ability to synthesise complex EDI information into materials for different audiences.
4. Capable stakeholder management, influencing and negotiating skills, including the ability to engage with and gain commitment from diverse groups and deal sensitively with EDI issues.

Essential Criteria (to be assessed at interview)

5. Effective communication skills, including the ability to provide advice in appropriate formats, and to deliver presentations and facilitate discussions/training events.
 6. Able to manage own workload and a willingness to work in a team and support colleagues.
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Requirements for role

1. Proven ability to use generic IT applications including word-processing, spreadsheets, databases, social media, email and diary management.
2. Commitment to continuing professional development in order to keep abreast of developments relevant to the role.
3. Willingness to travel occasionally in England and Wales,
4. Ability to commit to and work within the aims, principles and policies of the Citizens Advice Service.



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the

end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website: https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/)



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:

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