



Senior Equity, Diversity & Inclusion Specialist

Thanks for your interest in working at Citizens Advice. This document should give you everything you need to know about the above role.

Want to chat about this role?

Please contact the recruitment team at careers@citizensadvice.org.uk



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 Careers Site - <https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/>
2. Citizens Advice LinkedIn - <https://www.linkedin.com/company/citizens-advice/life/10eff46c-fc7c-445c-a04b-b63063a2e3bf/?viewAsMember=true>
3. Citizens Advice - <https://www.citizensadvice.org.uk/>



The role

Advancing equity, diversity and inclusion (EDI), for our staff, across our service delivery and our advocacy, is a key aim for Citizens Advice.

This role is in the EDI Team, which provides the strategic lead on the delivery of Citizens Advice EDI goals, across the organisation. The team aims to secure an equitable and inclusive service for all clients, staff and volunteers.

All of our Specialists have different workstreams they lead, and different focuses as needed, often linked to the skills, professional and lived experience they bring to the team. For example, you might be leading on our disability equity work for clients, in the Inclusive Access stream. You might have more HR knowledge, and be supporting our EDI Workforce Manager with improving inclusion for staff.

All staff in this role can expect to contribute to our thinking and challenge the organisation and local Citizens Advice offices to address equity disparities. You will work with stakeholders to share your EDI expertise and inform how projects or activities are delivered to our network; and develop information and guidance to ensure that EDI is understood and advanced by colleagues across the service.



Role profile

Band:	Senior Officer upper-level	
Reporting to:	Equity, Diversity & Inclusion Workforce Manager or Equity, Diversity & Inclusion Manager	
Proficient salary:	£43,212 plus £3,520 London Allowance if applicable	
Location:	Flexible - can be mostly home-based if preferred (occasional travel to London or Birmingham office required), or blended between home and office, or entirely office-based if preferred, and convenient to you.	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 goals, across the organisation. The team aims to secure an equitable and inclusive service for all clients, staff and volunteers.	
Role purpose:	To deliver projects, activities and workstreams to achieve organisational EDI goals. The postholder will be responsible for: <ul style="list-style-type: none">• providing specialist advice, information and guidance on EDI within the team and to other parts of national Citizens Advice and the Local Citizens Advice network• supporting the development of strategy and plans to advance EDI goals• capturing, developing and promoting best practice in EDI across Citizens Advice, designing and developing relevant specialist content for a range of use by 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</p> <p>Support the development of EDI projects: consulting with stakeholders, problem-solving, monitoring, planning and impact-assessing EDI work.</p> <p>Research and write guidance on EDI issues for a range of users in a variety of formats.</p> <p>Carry out research to identify EDI needs and risks that need to be addressed and develop proposals to inform strategic and business planning.</p>	40%
Strategic support on EDI across the service	<p>Lead on EDI 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, particularly in the People directorate, to co-design initiatives and resources to improve practice.</p> <p>Support colleagues across the service to initiate and facilitate change.</p>	30%
Professional Expertise	<p>Maintain an in-depth knowledge of equity, diversity and inclusion issues and practice, keeping abreast of developments in that area, and assessing their significance for the service.</p>	20%
Other	<p>Develop and maintain specific stakeholder relationships, to help deliver against key objectives.</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 and data protection</p>	10%

	<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 quality/standard.</p> <p>Be an active member of the team, identifying opportunities for your own development.</p>	
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Person specification

Essential Criteria

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.
3. 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.
4. Excellent research and analytical skills and the ability to synthesise complex information into materials for different audiences.
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.

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.